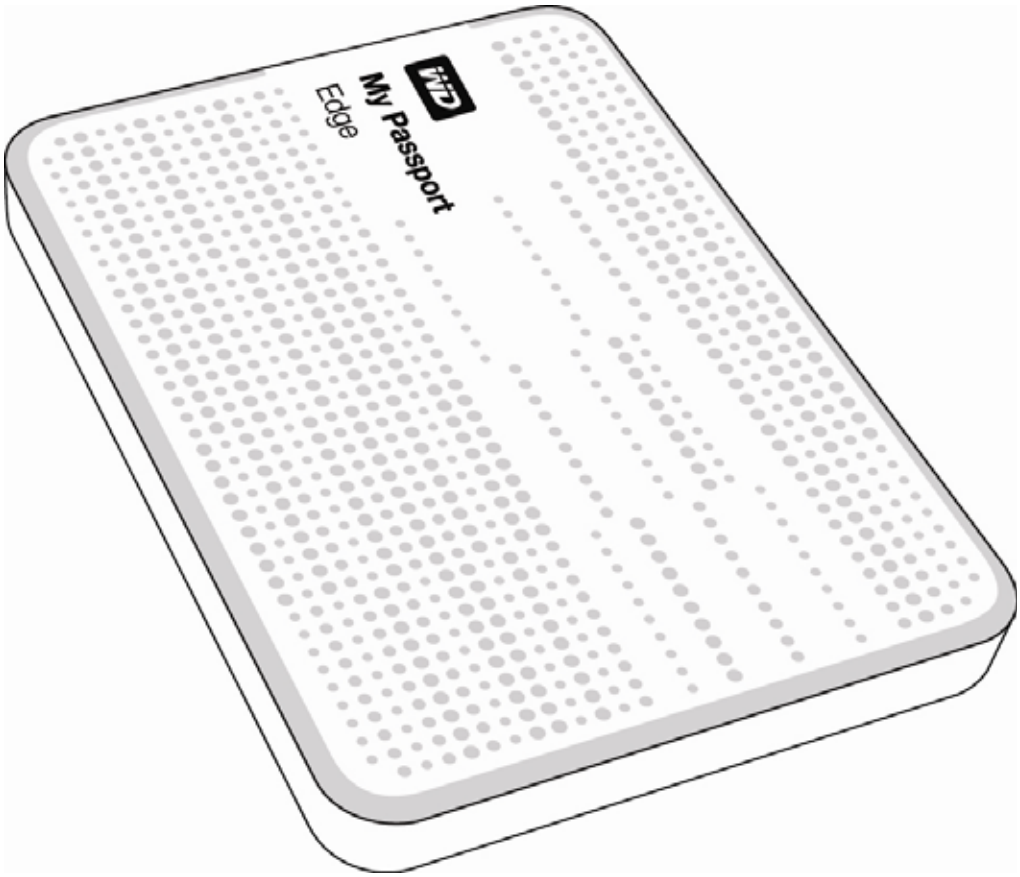
My Passport® Edge™

Portable Hard Drive

User Manual



External Portable

WD Service and Support

Should you encounter any problem, please give us an opportunity to address it before returning this product. Most technical support questions can be answered through our knowledge base or email support service at *support.wdc.com*. If the answer is not available or if you prefer, please contact WD® at the best telephone number shown below.

Your product includes 30 days of free telephone support during the warranty period. This 30-day period starts on the date of your first telephone contact with WD Technical Support. E-mail support is free for the entire warranty period and our extensive knowledge base is available 24/7. To help us keep you informed of new features and services, remember to register your product online at *http://register.wdc.com*.

Accessing Online Support

Visit our product support website at *support.wdc.com* and choose from these topics:

- **Downloads**—Download drivers, software, and updates for your WD product.
- **Registration**—Register your WD product to get the latest updates and special offers.
- **Warranty & RMA Services**—Get warranty, product replacement (RMA), RMA status, and data recovery information.
- **Knowledge Base**—Search by keyword, phrase, or answer ID.
- **Installation**—Get online installation help for your WD product or software.
- **WD Community**—Share your thoughts and connect with other WD users.

Contacting WD Technical Support

When contacting WD for support, have your WD product serial number, system hardware, and system software versions available.

North America		**Asia Pacific**	
English	800.ASK.4WDC	Australia	1 800 42 9861
	(800.275.4932)	China	800 820 6682/+65 62430496
Spanish	800.832.4778	Hong Kong	+800 6008 6008
		India	1 800 11 9393 (MNTL)/1 800 200 5789 (Reliance) 011 26384700 (Pilot Line)
Europe (toll free)*	00800 ASK4 WDEU	Indonesia	+803 852 9439
	(00800 27549338)	Japan	0120 994 120/00531 65 0442
		Korea	02 703 6550
Europe	+31 880062100	Malaysia	+800 6008 6008/1 800 88 1908/+65 62430496
Middle East	+31 880062100	Philippines	1 800 1441 0159
Africa	+31 880062100	Singapore	+800 6008 6008/+800 608 6008/+65 62430496
		Taiwan	+800 6008 6008/+65 62430496

* Toll free number is available in the following countries: Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom.

Table of Contents

WD Service and Support ii
Accessing Online Support ii
Contacting WD Technical Support ii

1 About Your WD Drive 1

Features 1
Kit Contents 2
Optional Accessories 2
Operating System Compatibility 2
Disk Drive Format 3
Physical Description 3
Power/Activity LED 3
USB 3.0 Interface 4
Registering Your Drive 4
Handling Precautions 4

2 Connecting the Drive and Getting Started 5

Connecting the Drive 5
Getting Started with the WD Software 6

3 WD SmartWare Software Functional Overview 12

Home Tab Display 13
Backup Tab Displays 17
Retrieve Tab Displays 20
Settings Tab Display 23
Help Tab Display 24

4 Backing Up Your Computer Files 26

How the Backup Function Works 26
Backing Up Files 26

5 Retrieving Backup Files 31

How the Retrieve Function Works 31
Retrieving Files 31

6 Locking and Unlocking the Drive 35

Password Protecting the Drive 35
Unlocking the Drive 36
Unlocking the Drive with the WD Security or WD Drive Utilities Software 37
Unlocking the Drive with the WD SmartWare Software 38
Unlocking the Drive with the WD Drive Unlock Utility 39

Changing Your Password 40
Turning Off the Drive Lock Feature 41

7 Managing and Customizing the Drive 42

Using the WD Quick View Icon 42
Opening the WD SmartWare Software 42
Checking Drive Status 43
Safely Disconnecting the Drive 43
Monitoring Icon Alerts 43
Setting the Drive Sleep Timer 44
Registering the Drive 44
Checking Drive Health 45
Erasing the Drive 47
Using the Drive Erase Function 47
Using the WD Drive Unlock Utility 48
Restoring the WD Software and Disk Image 50

8 Managing and Customizing the Software 51

Specifying the Number of Backup Versions 51
Specifying a Different Retrieve Folder 51
Checking for Software Updates 52
Uninstalling the WD Software 52
Uninstalling on Windows XP 53
Uninstalling on Windows Vista, Windows 7 or Windows 8 53

9 Using the Drive with a Mac 54

Reformatting the Drive 54
Restoring the WD Software and Disk Image 54

10 Troubleshooting 55

Installing, Partitioning, and Formatting the Drive 55
Frequently Asked Questions 55

A Installing an SES Driver 57

Installing on Windows XP Computers 57
Installing the Driver Automatically 57
Installing the Driver Manually 59
Installing on Windows Vista Computers 61
Installing the Driver Automatically 61
Installing the Driver Manually 62
Installing on Windows 7 or Windows 8 Computers 64

B Compliance and Warranty Information 66

Regulatory Compliance 66

FCC Class B Information 66

ICES-003/NMB-003 Statement 66

Safety Compliance 66

CE Compliance For Europe 66

KC Notice (Republic of Korea only) 67

Environmental Compliance (China) 67

Warranty Information 67

Obtaining Service 67

Limited Warranty 68

GNU General Public License (“GPL”) 68

Index 69

1 About Your WD Drive

Welcome to your My Passport® Edge™ portable hard drive, an elegant, high-capacity storage solution for all the chapters of your digital life. Our latest edition features visual, easy-to-use, automatic, continuous backup software, and drive lock security protection.

My Passport Edge offers high capacity in a sleek portable drive. It features ultra-fast USB 3.0 connectivity, automatic backup software, and password protection and hardware encryption to help protect your files from unauthorized use, with plenty of room to store all your files.

This introductory chapter includes the following topics:

Features
Kit Contents
Optional Accessories
Operating System Compatibility
Disk Drive Format
Physical Description
Registering Your Drive
Handling Precautions

Features

With a new ultra-compact design, high capacity and password protection, My Passport Edge fits perfectly into the busy life of a road warrior.

Ultra-sleek design with high capacity—At just 12.8 mm, this ultra-sleek drive is thin and fast with plenty of capacity for your important digital content.

Ultra-fast transfer rates—When connected to a USB 3.0 port, My Passport Edge lets you access and save files with blazing speed. Reduce transfer time by up to three times when compared to USB 2.0 transfer time.*

*Performance may vary based on your hardware and system configuration.

USB 3.0 and USB 2.0 compatibility—With this single drive you get compatibility with your USB 2.0 devices today and the ultra-fast speed of USB 3.0 when you are ready to step up to the next generation.

WD SmartWare™—Automatic, continuous backup software works quietly in the background to help protect your data using minimal PC resources. Whenever you add or change a file, it is instantly backed up.

WD Security™—Set password protection and hardware encryption for your drive to help protect your files from unauthorized use or access.

WD Drive Utilities™—Register your drive, set the drive sleep timer, run diagnostics, and more using WD Drive Utilities.

USB-powered—Powered directly from the USB port on your PC. No separate power supply is needed.

Durable enclosure protects the drive inside—We know your data is important to you. So we build the drive inside to our demanding requirements for durability, shock tolerance, and long-term reliability. Then, we protect the drive with a durable enclosure designed for beauty.

Important: For the latest WD product information and news, visit our website at *http://www.westerndigital.com*. For the latest software, firmware, and product documentation and information, go to *http://support.wdc.com/downloads*.

Kit Contents

As shown in Figure 1, your My Passport Edge drive kit includes the following:

- My Passport Edge portable hard drive
- USB 3.0 cable
- Quick Install Guide
- WD SmartWare, WD Security, and WD Drive Utilities software (included on the drive)

Figure 1. My Passport Drive Kit Components

Optional Accessories

For information about optional accessories for WD products, visit:

US	*http://www.shopwd.com* or *http://www.wdstore.com*
Canada	*http://www.shopwd.ca* or *http://www.wdstore.ca*
Europe	*http://www.shopwd.eu* or *http://www.wdstore.eu*
All others	Contact WD Technical Support in your region. For a list of Technical Support contacts, visit *http://support.wdc.com* and see Knowledge Base answer ID 1048.

Operating System Compatibility

Your My Passport Edge drive and the WD Security and WD Drive Utilities software are compatible with the following operating systems:

Windows®

- Windows XP
- Windows Vista®
- Windows 7
- Windows 8

Mac OS X

- Leopard
- Snow Leopard
- Lion
- Mountain Lion

The WD SmartWare software is compatible with the following operating systems:

Windows

- Windows XP
- Windows Vista
- Windows 7
- Windows 8

Compatibility can vary, depending on hardware configuration and operating system.

For highest performance and reliability, always install the latest updates and service pack (SP). For Windows computers, go to the **Start** menu and select **Windows Update**. For Mac computers, go to the **Apple** menu and select **Software Update**.

Disk Drive Format

Your My Passport Edge drive is formatted as a single NTFS partition for compatibility with all updated Windows operating systems. If you want to use the drive with a Mac computer, see “Reformatting the Drive” on page 54 and “Troubleshooting” on page 55.

Physical Description

As shown in Figure 2, the My Passport Edge drive has:

- A power/activity LED indicator
- A USB 3.0 interface port

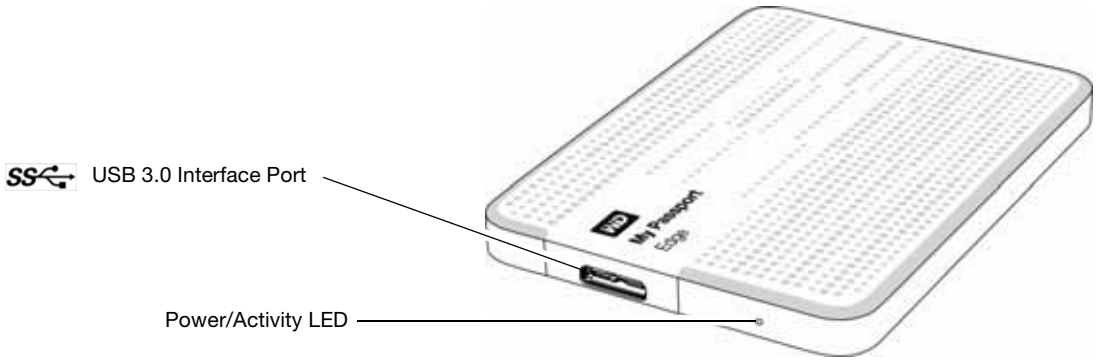


Figure 2. My Passport Edge Drive

Power/Activity LED

The power/activity LED shows the drive’s power state as follows:

LED Appearance	Power State/Activity
On steady	Idle
Fast flashing, approximately 3 times per second	Activity
Slow flashing, approximately every 2.5 seconds	System standby

USB 3.0 Interface

USB 3.0 supports data transfer rates up to 5 Gb/s. USB 3.0 is backward compatible with USB 2.0. Connection to a USB 2.0 port transfers data at the port speed—up to 480 Mb/s.

USB 1.1—up to 12 Mb/s

Registering Your Drive

Always register your My Passport Edge drive to get the latest updates and special offers. You can easily register your drive using the WD Drive Utilities software, as described in “Registering the Drive” on page 44. Another way is to register online at *http://register.wdc.com*.

Handling Precautions

WD products are precision instruments and must be handled with care during unpacking and installation. Rough handling, shock, or vibration can damage drives. Always observe the following precautions when unpacking and installing your external storage product:

- Do not drop or jolt the drive.
- Do not move the drive during activity.

2

Connecting the Drive and Getting Started

This chapter provides instructions for connecting the drive and installing the WD Security, WD Drive Utilities, and WD SmartWare software on your computer. It includes the following topics:

Connecting the Drive
Getting Started with the WD Software

Connecting the Drive

To connect the My Passport drive to your computer:

1. Turn on your computer.
2. Connect the drive to your computer as shown in Figure 3.

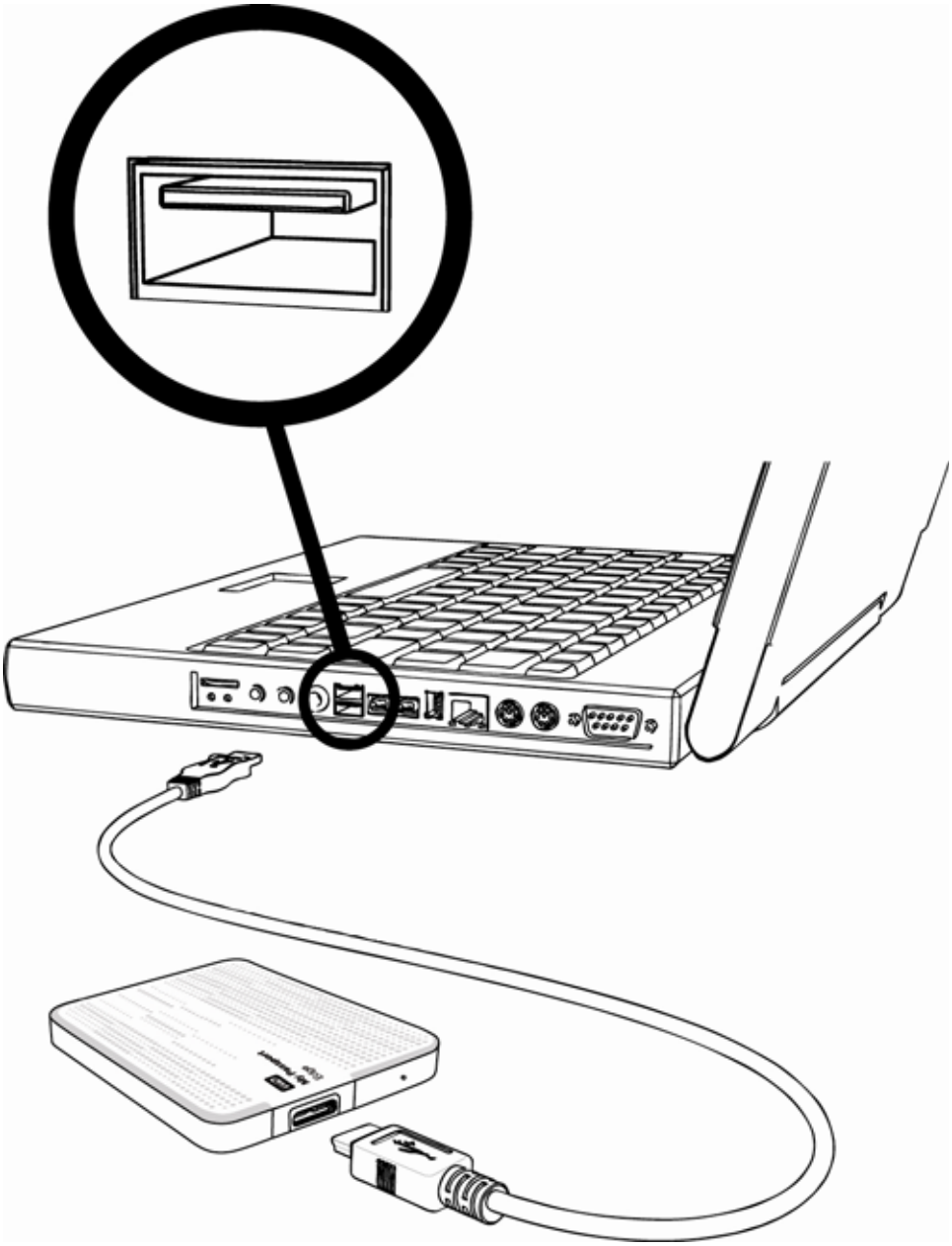


Figure 3. Connecting the My Passport Drive

3. Verify that the drive appears under My Computer in Windows Explorer.
4. If a Found New Hardware screen appears, click **Cancel** to close it. The WD software installs the proper driver for your drive.

Your My Passport drive is now ready to use as an external storage device. You can enhance its performance by installing the WD software that is on the drive:

- WD Security
- WD Drive Utilities
- WD SmartWare

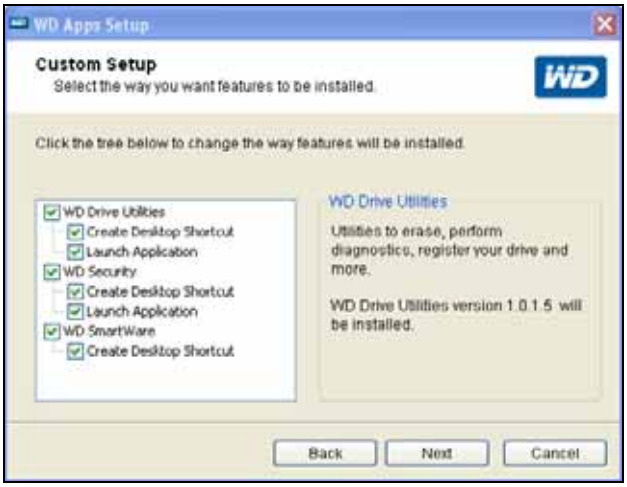
Getting Started with the WD Software

To install the WD software that is on the drive:

1. Double-click the WD Apps Setup file that appears in the listing for your My Passport drive in Windows Explorer to display the WD Apps Setup Wizard:

WD Apps Setup
Welcome to the WD Apps Setup Wizard
The Setup Wizard will install WD Apps on your computer.
Click Next to continue or Cancel to exit the Setup Wizard.
Back
Next
Cancel

2. Click **Next** to display the End User License Agreement.
3. Read the license agreement and select the **I accept the terms in the License Agreement** check box to accept the agreement and activate the **Next** button.
4. Click **Next** to display the Custom Setup dialog:



5. On the Custom Setup dialog:
   a. Select an application name to see a brief description of the application:
      - **WD Drive Utilities**
      - **WD Security**
      - **WD SmartWare**
   b. Clear the check box for any application that you do not want to install.
   c. Clear the check box for any installation option that you do not want to implement:
      - **Create Desktop Shortcut**
      - **Launch Application**
   d. Click **Next** to install the selected applications and options.
6. When the installation completes, click **Finish** to exit the WD Apps Setup Wizard:

7. Depending on your selections:
   - Installing WD Drive Utilities with the Launch Application option displays the WD Drive Utilities screen (see Figure 4 on page 8 and “Managing and Customizing the Drive” on page 42).
   - Installing WD Security with the Launch Application option displays the WD Security screen (see Figure 5 on page 8 and “Locking and Unlocking the Drive” on page 35).
   - Installing WD SmartWare displays the initial Backup Plan Selection screen for selecting the type of backup that you want to perform (see Figure 6 on page 9 and proceed to step 8).

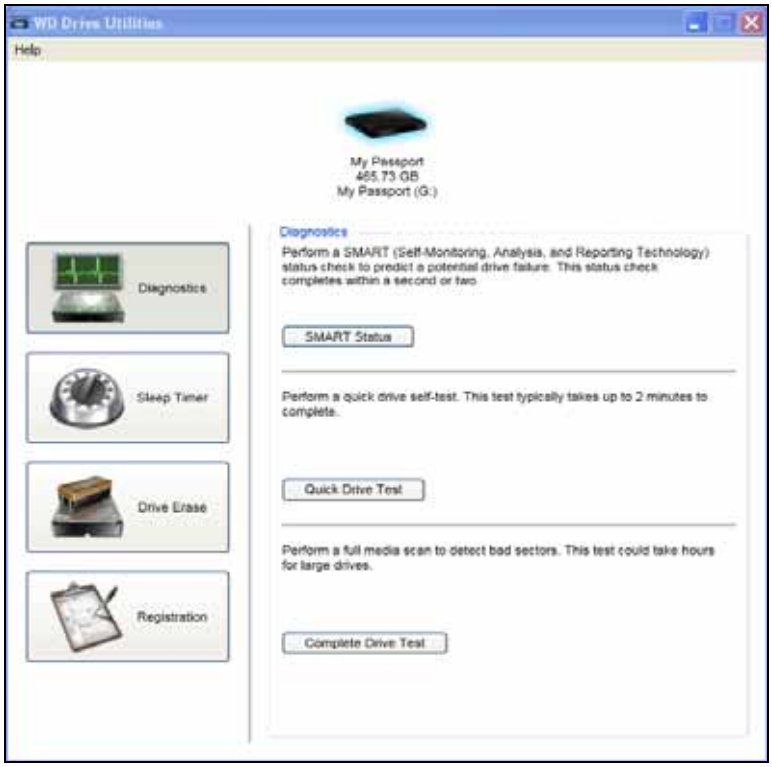

WD Drive Utilities
Help
My Passport
465.73 GB
My Passport (G:)
Diagnostics
Sleep Timer
Drive Erase
Registration
Diagnostics
Perform a SMART (Self-Monitoring, Analysis, and Reporting Technology) status check to predict a potential drive failure. This status check completes within a second or two.
SMART Status
Perform a quick drive self-test. This test typically takes up to 2 minutes to complete.
Quick Drive Test
Perform a full media scan to detect bad sectors. This test could take hours for large drives.
Complete Drive Test

Figure 4. WD Drive Utilities Screen

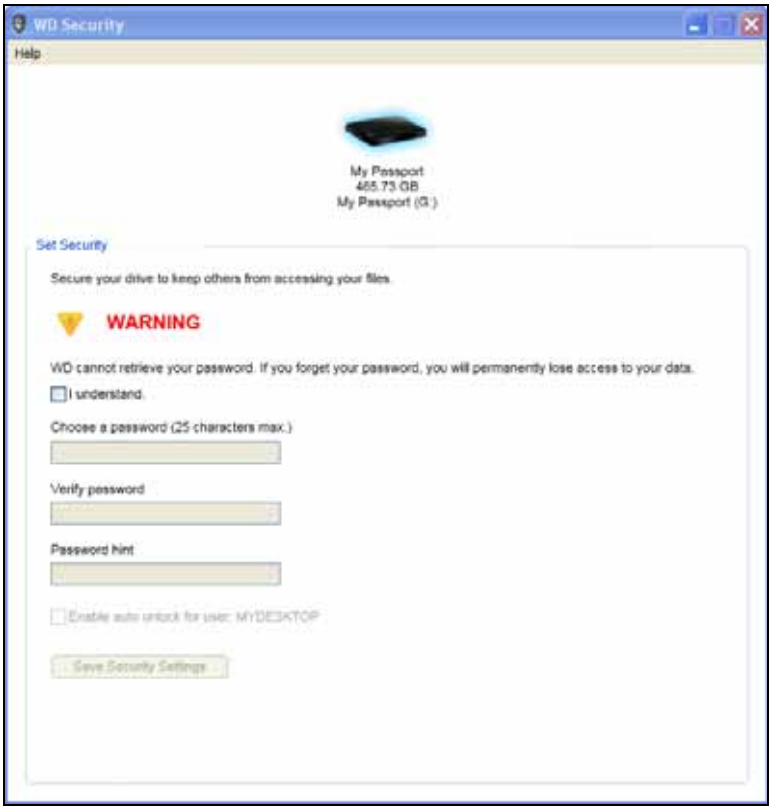

WD Security
Help
My Passport
465.73 GB
My Passport (G:)
Set Security
Secure your drive to keep others from accessing your files.
WARNING
WD cannot retrieve your password. If you forget your password, you will permanently lose access to your data.
I understand.
Choose a password (25 characters max.)
Verify password
Password hint
Save Security Settings

Figure 5. WD Security Screen

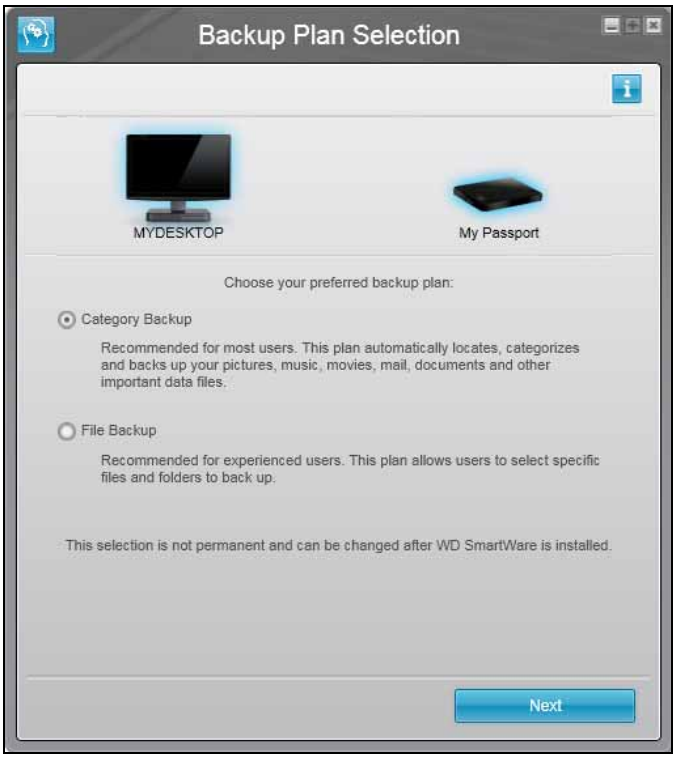

Backup Plan Selection
MYDESKTOP
My Passport
Choose your preferred backup plan:
Category Backup
Recommended for most users. This plan automatically locates, categorizes and backs up your pictures, music, movies, mail, documents and other important data files.
File Backup
Recommended for experienced users. This plan allows users to select specific files and folders to back up.
This selection is not permanent and can be changed after WD SmartWare is installed.
Next

Figure 6. Initial Backup Plan Selection Screen

8. On the Backup Plan Selection screen:

a. Select the option for the type of backup that you want to run:

- **Category Backup**—Finds and backs up all of the files of the selected categories on your computer.
- **File Backup**—Backs up files or folders that you select from a folder view of your computer's internal hard drive.

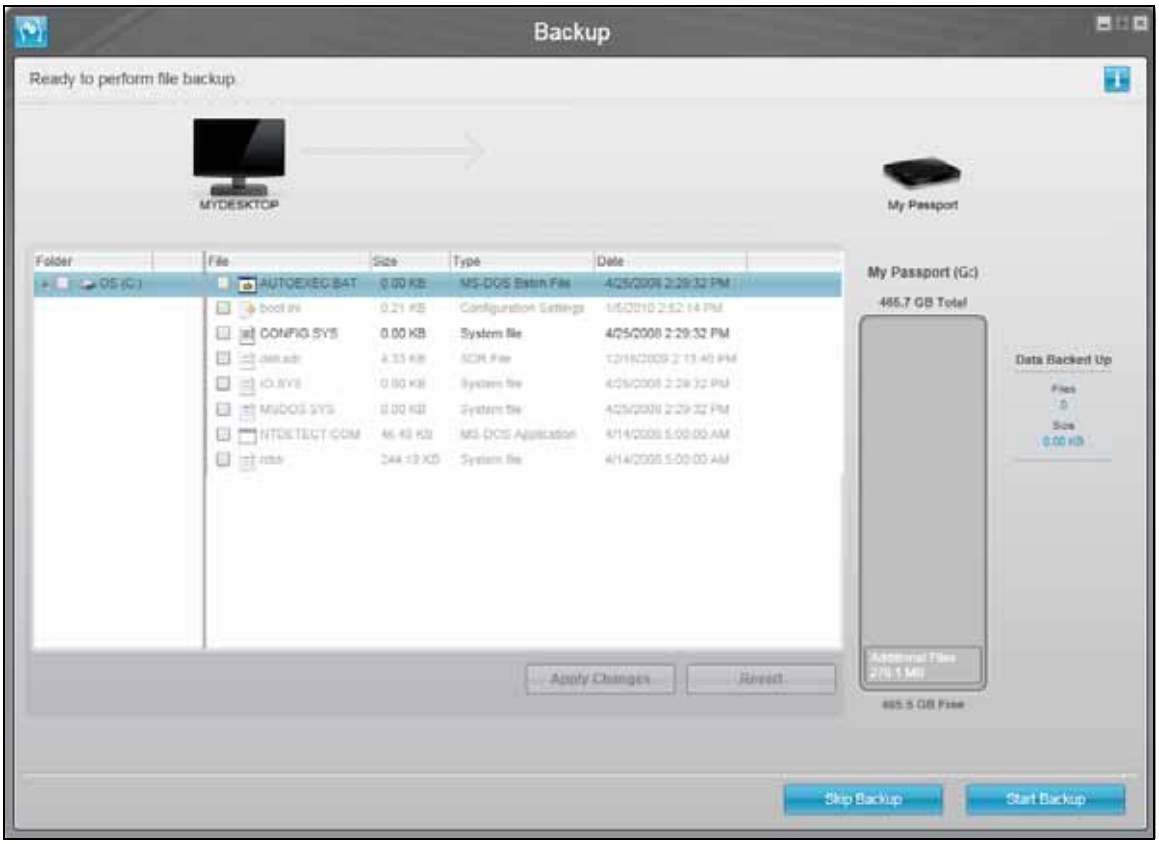
b. Click **Next** to display the initial Backup screen (Figure 7 on page 10).

- On the initial Backup screen you can either:
- Run your first backup—See "Backing Up Your Computer Files" on page 26 before clicking **Start Backup**.

  After the backup completes, click **Continue** to display the WD SmartWare Home screen (Figure 8 on page 11).
- Skip the backup by clicking **Skip Backup** to display the WD SmartWare Home screen (Figure 8 on page 11).

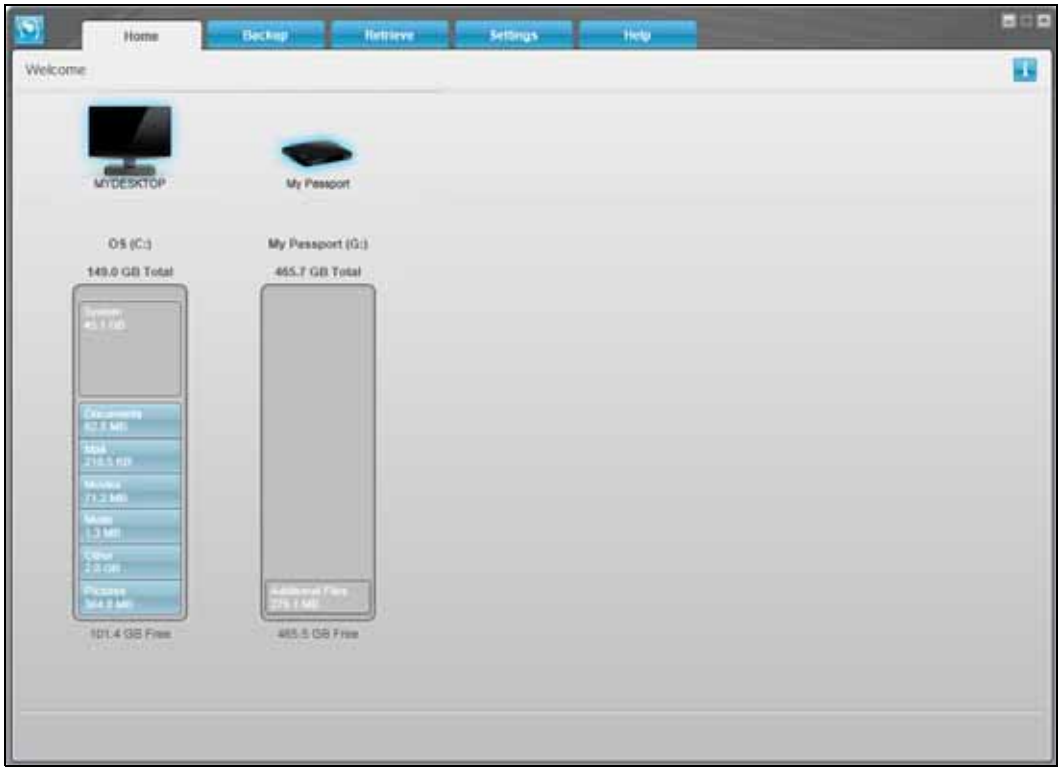
Initial Category Backup Screen

Note: The initial Backup screens only appear one time—when you install the WD SmartWare software on your computer. After that, launching the software displays the Home screen so you can choose what you want to do.



Initial File Backup Screen

Figure 7. Initial Backup Screens



Before first backup

After first backup

Figure 8. WD SmartWare Home Screens

3

WD SmartWare Software Functional Overview

This chapter provides a brief functional overview of the WD SmartWare software. It includes the following topics:

Home Tab Display
Backup Tab Displays
Retrieve Tab Displays
Settings Tab Display
Help Tab Display

All operational features and capabilities of the WD SmartWare software are presented in five tab-selected screen displays where:

The . . . tab display	Provides . . .
Home	Five tabs and content gauges showing the total capacity and category structure of your computer's internal hard drive, and each supported external drive connected to it. If your computer has more than one: • Internal hard drive or multiple hard drive partitions, then the WD SmartWare software displays a selector box that you can use to specify the one you want to work with • Supported external drive, then the WD SmartWare software highlights the one you select to work with See "Home Tab Display" on page 13.
Backup	One of two backup dialogs, depending on the backup mode that you select: • The by-category dialog provides content gauges showing the total capacity and category structure of your computer's internal hard drive, and the external drive that you are working with. • The by-file dialog provides a folder view of your computer's internal hard drive for selecting the files and folders that you want to back up. Each backup dialog also provides a: • File/category backup toggle button for switching between the two backup dialogs • Start/stop backup toggle button for controlling the backup See "Backup Tab Displays" on page 17.
Retrieve	Three full-screen dialogs for selecting the: • Backup volume that you want to retrieve files from • Destination on your computer where you want to copy the retrieved files • Files that you want to retrieve See "Retrieve Tab Displays" on page 20.

(Continued)

The . . . tab display	Provides . . .
Settings	Buttons for opening dialogs to: • Specify the number of backup versions that you want to keep for each file • Specify a different destination folder for retrieved files • Automatically check for WD SmartWare software updates See “Settings Tab Display” on page 23.
Help	Instant access to: • Detailed information about backing up and retrieving files and making your software setup selections • WD Customer Support and software update services See “Help Tab Display” on page 24.
In each display, the WD SmartWare software changes the names and graphic images to match the hardware configuration of the connected drives.	

Note: In addition to the detailed Help tab information, each WD SmartWare display provides easy access to abbreviated online help to quickly guide you through your backup, retrieve, and settings tasks. Whenever you are uncertain about what to do, just click the info/online help icon in the upper-right corner of the display:

To close the info/online help screen after reading the online help, click the X icon in the upper-right corner of the help screen.

Home Tab Display

Use the WD SmartWare Home tab display to view hard drive content gauges and select:

- The internal hard drive or hard drive partition that you want to back up files from or copy retrieved files to when your computer has more than one
- The My Passport drive that you want to back up files to or retrieve files from when you have more than one connected to your computer

See “Home Tab Display” on page 14 and Table 1 on page 15 for a brief functional description of the Home tab display.

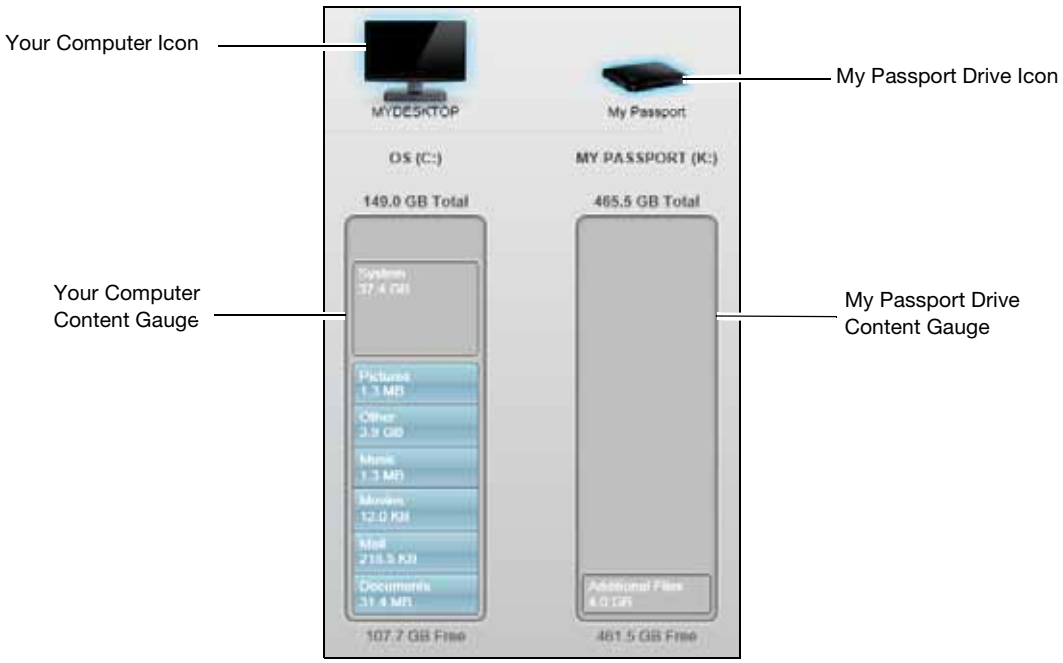
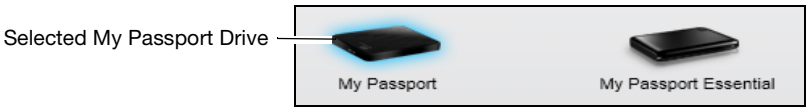


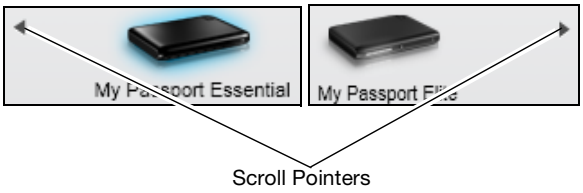
Figure 9. Home Tab Display

Table 1. Home Tab Functional Description

Display Component	Description
Your computer icon	Provides a graphic representation and name of the internal hard drive or drive partition on your computer that the WD SmartWare software will access for backup and retrieve functions. Right-clicking the icon and clicking **Properties** displays the Windows System Properties dialog:
Internal drive selector box	(Not shown in Figure 9 on page 14.) If your computer has more than one internal hard drive or drive partition, the WD SmartWare software displays a selector box below your computer icon for specifying the drive or partition that you want to use for backup and retrieve functions:
My Passport drive icon	Provides a graphic representation and name of the My Passport drive connected to your computer. If you have more than one My Passport drive connected to your computer, left-click the drive icon for the one that you want to use for backup and retrieve functions. The WD SmartWare software highlights your selection with a light-blue shadow background:  Right-clicking the drive icon displays a menu with options for: • **Open**—To display the drive listing in Windows Explorer • **Properties**—To display the Windows Drive Properties dialog • **Safely remove**—To prepare your system to disconnect the drive

(Continued)

Table 1. Home Tab Functional Description (Continued)

Display Component	Description
Drive display scroll pointers	(Not shown in Figure 9 on page 14.) One installation of the WD SmartWare software supports as many My Passport drives as you system can handle. When the number of connected drives exceeds the display capacity, the WD SmartWare software displays left/right drive display scroll pointers for viewing all of them: 
Your computer's content gauge	The content gauge for your computer's internal hard drive shows all of your files that are available for a category-type backup against a blue background in six categories where: **This file category** — **Includes files with these extensions** **Documents** — .doc, .txt, .htm, .html, .ppt, .xls, .xml, and other document extensions **Mail** — .mail, .msg, .pst., and other mail extensions **Music** — .mp3, .wav, .wma, and other music extensions **Movies** — .avi, .mov, .mp4, and other movie extensions **Pictures** — .gif, .jpg, .png, and other picture extensions **Other** — Others that do not belong in the five main categories For a complete list of all included file extensions, search for answer ID 3644 in the WD Knowledge Base at *support.wdc.com*.

(Continued)

Table 1. Home Tab Functional Description (Continued)

Display Component	Description
Your computer's content gauge (continued)	Note that: • The **System** category, shown against a dark gray background, includes all of your operating system files that are not available for a category-type backup, including: system files, program files, applications, working files like .tmp and .log files, and *any* files that are stored in a Temp folder. When you select and run a file-type backup, the name of the **System** category changes to **Excluded** and it then includes all of the files that were *not included* in your file backup. • Because they change so frequently, Outlook .pst files are only backed up once every 24 hours. This exclusion does not apply to other mail application files. • The **Retrieved** category, also shown against a dark gray background, includes the files that you have retrieved from a prior backup. They, too, are not available for a category-type backup. • Hovering the pointer over a category displays the number of files in the category.
My Passport drive content gauge	After installing the WD SmartWare software—before running your first backup or copying any files to the drive, the content gauge for your My Passport drive shows only a small number of files in the **Additional Files** category. These are the system files and hidden files that your computer's operating system put there when you installed the drive. After running a backup or copying files to the drive, this content gauge shows all of the files in the same categories as the content gauge for your computer's internal hard drive (see "Your computer's content gauge" on page 16).

Backup Tab Displays

The WD SmartWare software provides one of two different Backup tab displays, depending on how you want to select files to back up:

- By category—As shown in the content gauges
- By file—As shown in the folder structure of your computer's internal hard drive

Use the WD SmartWare Backup tab displays to select the files or categories of files that you want to back up and control the backup operation.

See Figure 10 and Table 2 on page 18 for a brief functional description of the Backup tab displays.

Backup by Category Display

Backup by Files Display

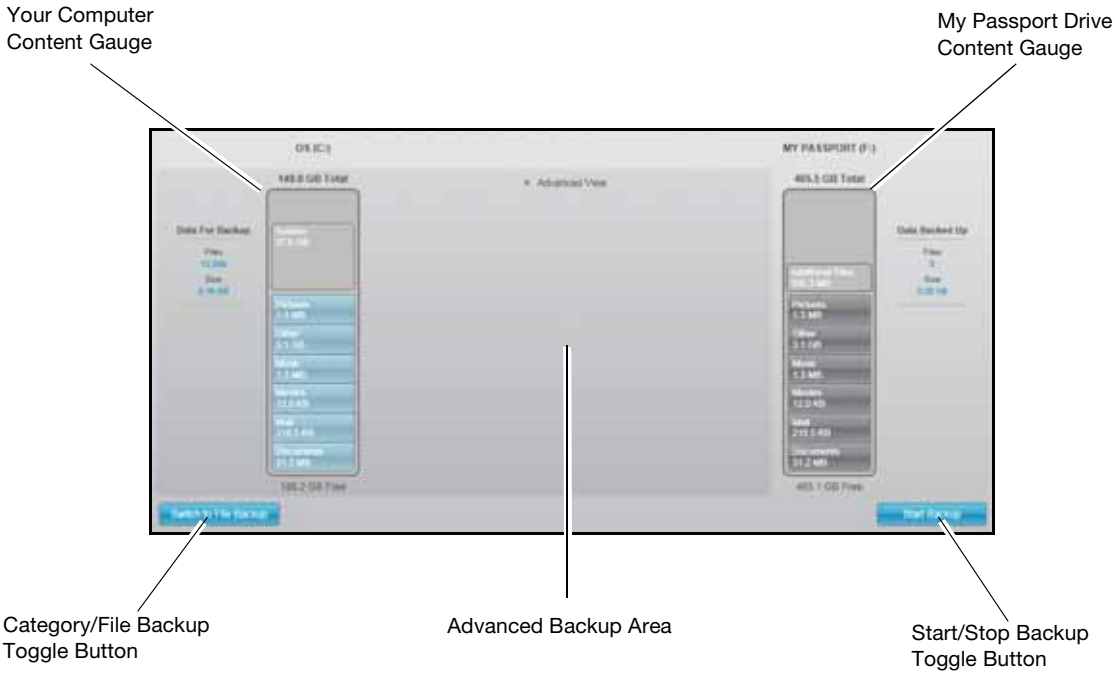


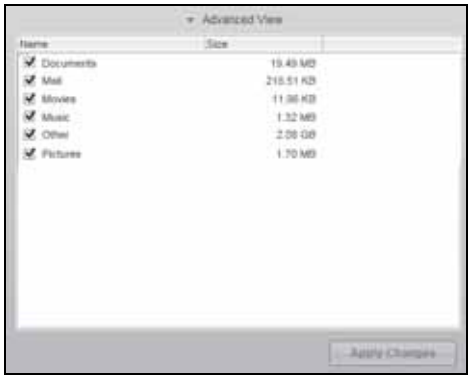
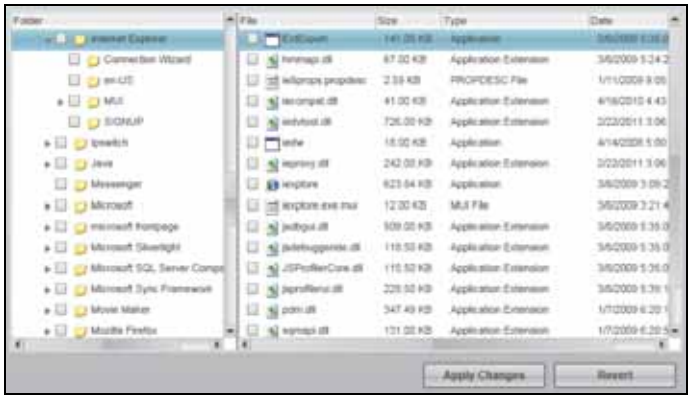
Figure 10. Backup Tab Displays

Table 2. Backup Tab Functional Description

Display Component	Description
Your computer's content gauge	Same as the content gauge for your computer's hard drive on the Home tab display. (See "Your computer's content gauge" on page 16.)
My Passport drive content gauges	Same as the content gauge for your My Passport drive on the Home tab display. (See "My Passport drive content gauge" on page 17.)

(Continued)

Table 2. Backup Tab Functional Description (Continued)

Display Component	Description
Advanced backup area	In category mode, the initial/default configuration of the WD SmartWare software is to back up all of your files. In this configuration, the advanced backup area is blank. Clicking **Advanced View** displays a backup files selection box that you can use to specify the categories of files that you want to back up:  Clicking **Apply Changes** in the backup files selection box updates the content gauge for your computer and your My Passport drive. Clicking **Switch to File Backup** displays a folder structure view that you can use to specify individual files or folders that you want to back up:  *Note:* The folder structure displaces the content gauge for your computer on the Backup tab display. In file mode, the initial/default configuration of the WD SmartWare software is with *none* of the files/folders selected for backup. After selecting the files or folders that you want to back up, clicking: • **Apply Changes** updates the content gauge for your My Passport drive. • **Revert** clears your recent selections and redisplays the prior applied configuration.

(Continued)

Table 2. Backup Tab Functional Description (Continued)

Display Component	Description
Start/Stop Backup toggle button	Controls backup operations by starting and stopping the backup.
Switch to Category/File Backup toggle button	Switches the backup mode between categories and individual files: • Category mode—Backs up files according to their categories, as shown in the content gauges for your computer and your My Passport drive. The button name is **Switch to File Backup** when the backup mode is category. • File mode—Backs up files according to their folder structure on your computer. The button name is **Switch to Category Backup** when the backup mode is file.

Retrieve Tab Displays

Three WD SmartWare software Retrieve tab displays guide you through the tasks for finding backup files and copying them to your computer's internal hard drive:

- Selecting the backup volume to retrieve from
- Selecting the destination for retrieved files
- Selecting the files to retrieve from your My Passport drive

See Figure 11 and Table 3 on page 21 for a brief functional description of the Retrieve tab displays.

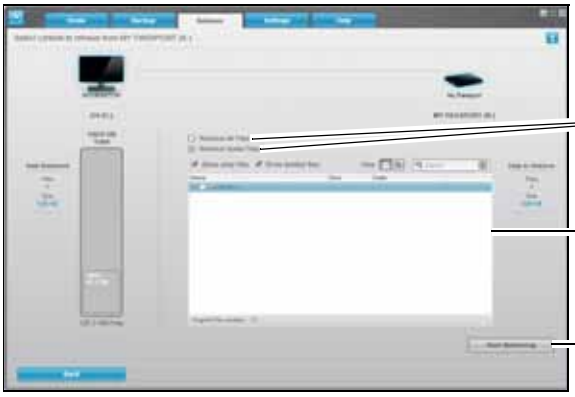
Backed Up Volumes Selection Box

Select a Volume to Retrieve From Display

Retrieve Destination Option Buttons

Change Retrieve Folder Box and Browse Button

Select a Destination for Retrieved Files Display



Retrieve Files Option Buttons

Retrieve Some Files Selection Box

Start Retrieving/Cancel Retrieving Toggle Button

Select Content to Retrieve Display

Figure 11. Retrieve Tab Displays

Table 3. Retrieve Tab Functional Description

Display Component	Description
Backed Up Volumes selection box	Lists the backed up volumes that are available to retrieve files from on the selected My Passport drive. You *must* select a backup volume before you can click **Next** to continue with the retrieve operation.
Change retrieve folder box and Browse button	By default, the WD SmartWare software creates and uses a folder named Retrieved Contents in the My Documents folder for your user name. If you want to specify a different folder, use the Browse function and click **Apply**.

(Continued)

Table 3. Retrieve Tab Functional Description (Continued)

Display Component	Description
Retrieve destination option buttons	Specify the location on your computer's internal hard drive where you want to copy the files retrieved from the selected My Passport drive: • **To the Original Places** copies the retrieved files to the same location that they were backed up from. • **To a Retrieved Content Folder** copies all of the retrieved files to a single folder.
Retrieve files option buttons	By default, the **Retrieve Some Files** option is selected and the WD SmartWare software displays the Retrieve Some Files selection box that you can use to find and retrieve only selected files or folders. Selecting the **Retrieve All Files** option closes the Retrieve Some Files selection box and the WD SmartWare software retrieves all of the files from the selected backup volume on the selected My Passport drive.
Retrieve some files selection box	Displays all of the files from the selected backup volume on the selected My Passport drive in a folder structure with check boxes for selecting individual files or folders:
Start/Cancel Retrieving toggle button	Controls retrieve operations by starting and canceling the retrieve.

Settings Tab Display

See Figure 12 and Table 4 for a brief functional description of the Settings tab display.

Figure 12. Settings Tab Display

Table 4. Settings Tab Functional Description

Display Component	Description
File History button	Displays the Set File History dialog for specifying the number of backup versions that you want to keep for each file.
Retrieve Folder button	Displays the Set Retrieve Folder dialog for specifying a different destination folder for retrieved files.
Preferences button	Displays the Set Preferences dialog for enabling/disabling the option that automatically checks for software updates.

Help Tab Display

The WD SmartWare Help tab display provides quick access to Learning Center topics and links to online support services.

See Figure 13 and Table 5 for a brief functional description of the Help tab display.

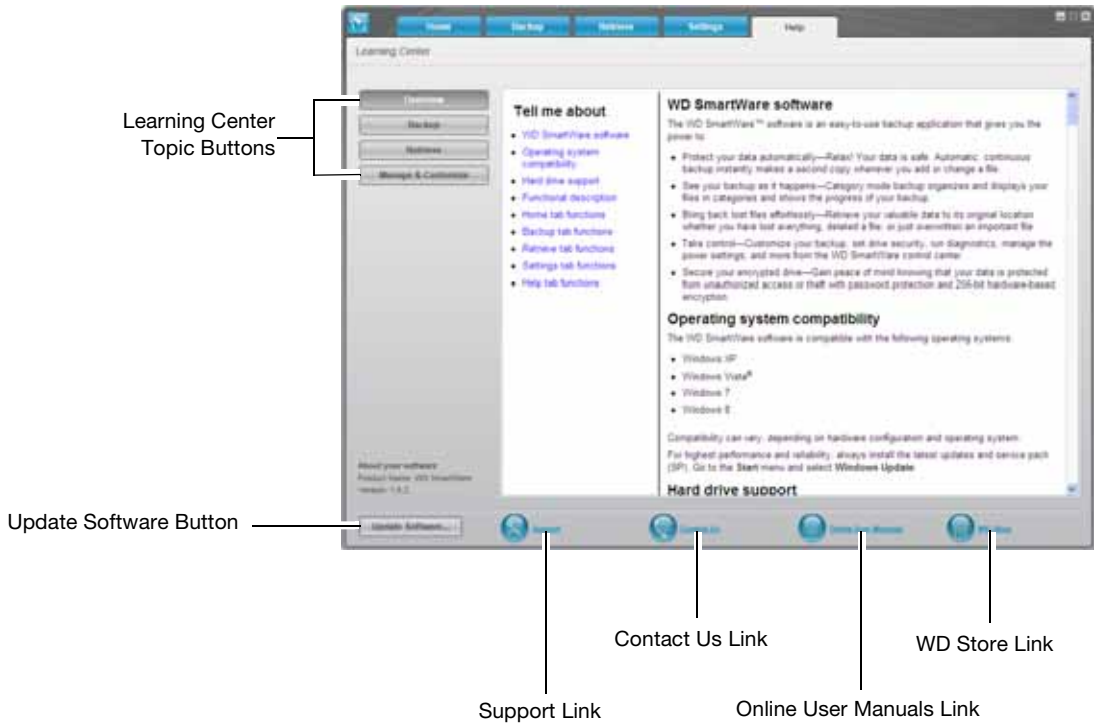


Figure 13. Help Tab Display

Table 5. Help Tab Functional Description

Display Component	Description
Contact Us link	Uses your Web browser to connect to the WD Service & Support Contact Us page at *http://support.wdc.com/contact*.
Learning Center topic buttons	Provide links to display the main Learning Center help topics: • Overview • Backup • Retrieve • Manage & Customize
Online User Manuals link	Uses your Web browser to connect to the user manual page for WD SmartWare manuals at: *http//www.wdc.com/wdproducts/wdsmartware/um.asp*. There, you can select and open the online version of the user manual for your My Passport drive.

(Continued)

Table 5. Help Tab Functional Description (Continued)

Display Component	Description
Support link	Uses your Web browser to connect to the WD Service & Support Home page at *http://support.wdc.com*.
Update Software button	Uses your Web browser to compare the versions of your WD SmartWare software and the firmware of the selected My Passport drive with the most-recent available versions. If updated software or firmware is available, the WD SmartWare software prompts you do download and install it.
WD Store link	Uses your Web browser to connect to the WD online store at: *http://store.westerndigital.com/store/wdus*.

4

Backing Up Your Computer Files

This chapter includes the following topics:

How the Backup Function Works
Backing Up Files

How the Backup Function Works

The WD SmartWare software automatically and continuously backs up all of your important data files to your My Passport drive—music, movies, photos, documents, e-mail, and other files.

After the WD SmartWare software categorizes the different types of files on your computer's internal hard drive, clicking the **Start Backup** button backs all of them up. Or you can select specific files, folders, or categories of files to back up.

After performing a backup, the WD SmartWare software protects your files by backing up any:

- New file that is created on or copied to your internal hard drive
- Existing file that is changed in any way

This protection is automatic—the WD SmartWare software does it for you without any action on your part—just make sure to leave your My Passport drive connected to your computer.

Note: Automatic backup protection is continuous for as long as your My Passport drive is connected to your computer. Then, whenever you disconnect and reconnect the drive to your computer, the WD SmartWare software rescans your computer for new or changed files and resumes automatic, continuous backup as before.

Backing Up Files

To back up your files:

1. On the Home screen:
   a. If you are going to back up files by category AND your computer has more than one internal hard drive or drive partition, use the internal drive selector box under your computer icon to select the one that you want to back up first:

   b. If you have more than one My Passport drive connected to your computer, select the one that you want to back up files to:

2. Click the **Backup** tab to display the Backup screen (see Figure 10 on page 18).

3. On the Backup screen:

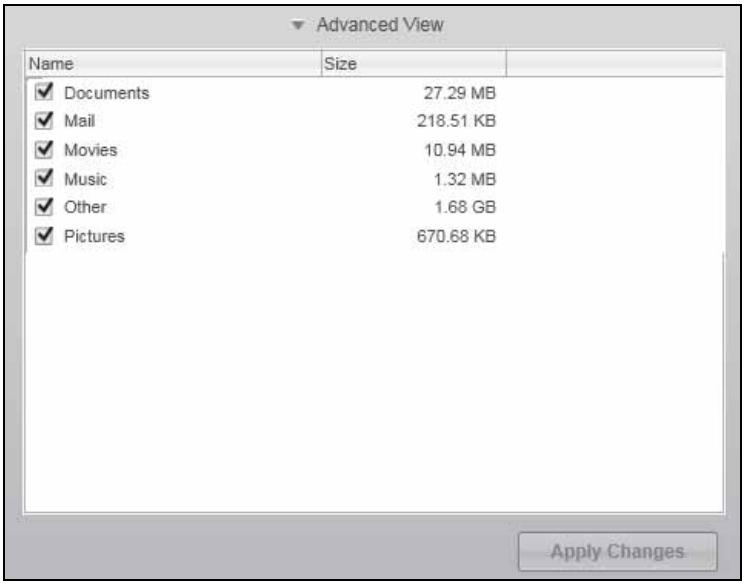
IF you want to back up . . . on the internal hard drive,	**THEN . . .**
All of the categories of files	Proceed to step 4.
Selected categories of files	Skip to step 5.
All of the files and folders	Skip to step 6 on page 28.
Selected files or folders	Skip to step 7 on page 29.

4. To back up all of the categories of files on the internal hard drive:

a. Verify that the backup mode is category and that **Ready to perform category backup** appears at the upper-left corner of the Backup screen.

If the backup mode is file and **Ready to perform file backup** appears there, then click the **Switch to Category Backup** button and **OK** on the **Switching Backup Plan** dialog.

b. Click **Advanced View** to open the backup by categories selection box and verify that the check boxes for all six categories are selected:



c. As required, select any cleared check boxes and then click **Apply Changes** to create a custom backup plan and refresh the content gauge for your My Passport drive.

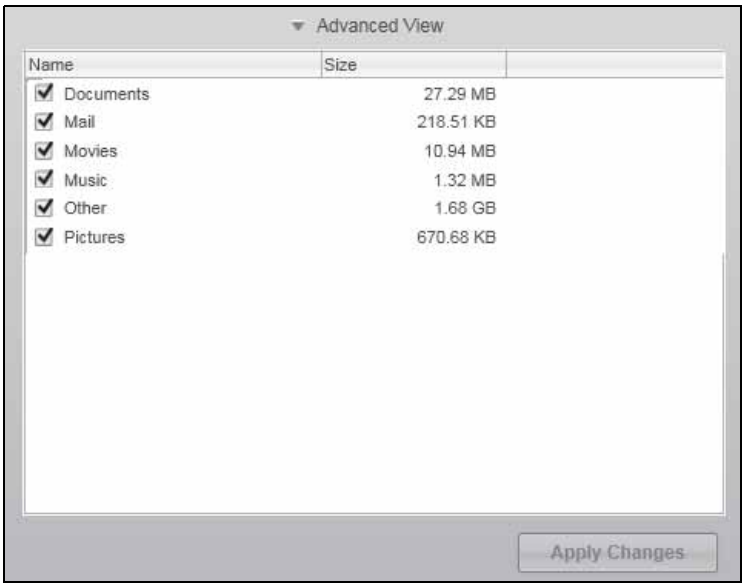
d. Click **Start Backup** to begin backing up all categories of files on the internal hard drive and skip to step 8 on page 29.

5. To backup selected categories of files:

a. Verify that the backup mode is category and that **Ready to perform category backup** appears at the upper-left corner of the Backup screen.

If the backup mode is file and **Ready to perform file backup** appears there, then click the **Switch to Category Backup** button and **OK** on the **Switching Backup Plan** dialog.

b. Click **Advanced View** to open the backup by categories selection box:



c. In the backup by categories selection box:

- Clear the check boxes for the categories of files that you want to exclude from the backup.
- As required, select the check boxes for the categories of files that you want to include in the backup.

d. Click **Apply Changes** to create a custom backup plan and refresh the content gauge for your My Passport drive.

e. Click **Start Backup** to begin backing up the selected categories of files and skip to step 8 on page 29.

6. To back up all of the files and folders on the internal hard drive:

a. Verify that the backup mode is file and that **Ready to perform file backup** appears at the upper-left corner of the Backup screen.

If the backup mode is category and **Ready to perform category backup** appears there, then click the **Switch to File Backup** button and **OK** on the **Switching Backup Plan** dialog.

b. In the backup by files selection box, select the check box for your computer's internal hard drive:

If your computer has more than one internal hard drive, select the check box for each one.

c. Click **Apply Changes** to create a custom backup plan and refresh the content gauge for your My Passport drive.

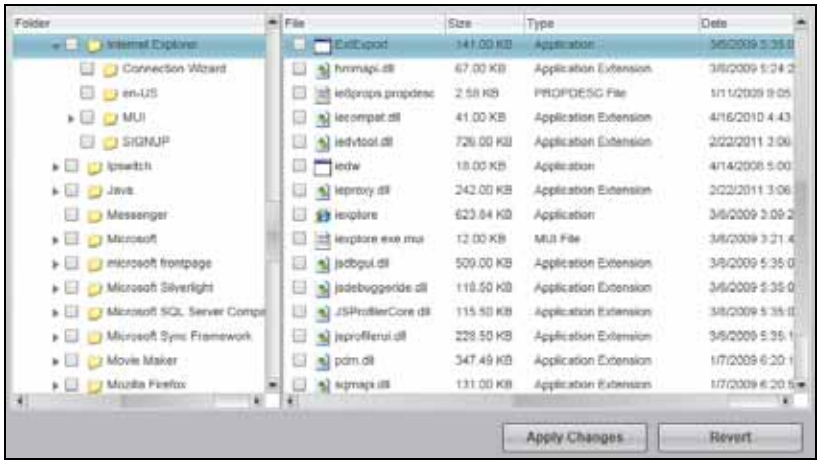
d. Click **Start Backup** to begin backing up all of files and folders on the internal hard drive and skip to step 8 on page 29.

7. To backup selected files or folders:

a. Verify that the backup mode is file and that **Ready to perform file backup** appears at the upper-left corner of the Backup screen.

If the backup mode is category and **Ready to perform category backup** appears there, then click the **Switch to File Backup** button and **OK** on the **Switching Backup Plan** dialog.

b. In the backup by files selection box, click the pointers to open the folder structure:



c. Select the check boxes for the individual files or folders that you want to back up.

Note that selecting a folder check box automatically selects all of the subfolders and files in the folder.

d. Click **Apply Changes** to create a custom backup plan and update the content gauge for your My Passport drive

Note: Clicking **Revert** clears your recent selections and redisplays the prior applied configuration.

e. Click **Start Backup** to begin backing up the selected files or folders and proceed to step 8.

8. During the backup:

- A progress bar and message indicate the amount of data that has been backed up.
- For a category backup, the blue background in the content gauge for your computer's internal hard drive changes to yellow/amber for all of the files that have not yet been backed up.
- The gray background for categories or files in the content gauge for your My Passport drive changes to blue as the backup completes.
- You can continue to set up your drive or perform any other functions because the WD SmartWare software backs up your files in the background.
- The **Start Backup** toggle button changes to **Stop Backup** for stopping the backup (see step 10 on page 30).

9. Appearance of a backup successfully finished message means that the backup completed normally.

   If any files could not be backed up, the WD SmartWare software displays a:

   - Caution message indicating the number of files involved
   - View link that you can click to see a list of the files and the reasons they were not backed up

   Some applications and running processes can keep files from being backed up. If you cannot determine why some of your files were not backed up, try:

   - Saving and closing all of your open files
   - Closing all running applications—including your e-mail program and Web browser

   Important: Appearance of a Caution message indicating that your drive is full means that there is not enough free space on the drive to complete the backup.

   The best long-term solution would be to relegate the drive to long-term archive storage and:

   a. Click the **Help** tab.
   b. Click the **WD Store** link to view the Western Digital Online Store website.
   c. Click **External Hard Drives** and select the best drive to suit your future requirements.

10. If you clicked **Stop Backup** at step 8, the **Stop backup?** confirmation message reminds you that the WD SmartWare software runs your backup job in the background so you can continue using your computer for other things during the backup.

    To continue, click either:

    - **Continue Backup** to disregard your request and resume the backup
    - **Stop Backup** to follow through with your request and stop the backup

11. If you backed up files by category and your computer has more than one internal hard drive or multiple drive partitions, repeat the backup procedure for each one.

5

Retrieving Backup Files

This chapter includes the following topics:

How the Retrieve Function Works
Retrieving Files

How the Retrieve Function Works

The WD SmartWare software makes it easy for you to retrieve backed up files from your My Passport drive and copy them to either:

- Their original locations on your computer
- A special retrieve folder

Retrieve is generally a five-step process:

1. Select the My Passport drive to retrieve files from on the Home screen.
2. Select the backup volume that you want to retrieve files from.
3. Specify the destination where you want to copy the retrieved files—either a special retrieve folder or their original locations.
4. Specify what you want to retrieve—either individual files, folders, or everything.
5. Retrieve the files.

Retrieving Files

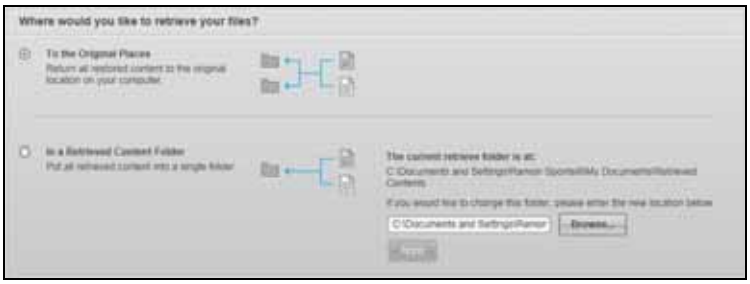
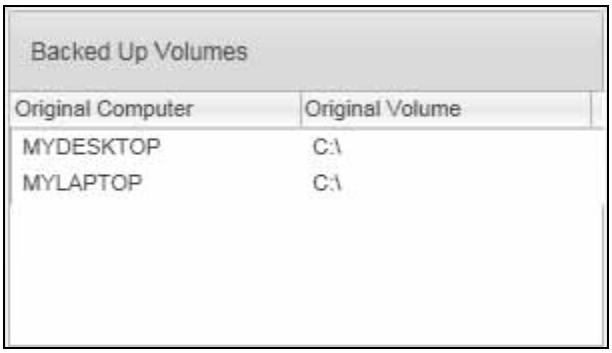
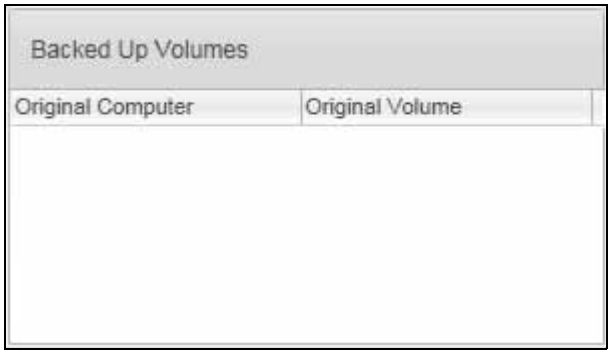
To retrieve files:

1. On the Home screen:
   a. If your computer has more than one internal hard drive or drive partition, use the internal drive selector box under your computer icon to select the one that you want to copy retrieved files to:

   b. If you have more than one My Passport drive connected to your computer, select the one that has the files you want to retrieve:

2. Click the **Retrieve** tab to display either the:
   - Select a destination for retrieved files dialog
   - Select a volume to retrieve from dialog

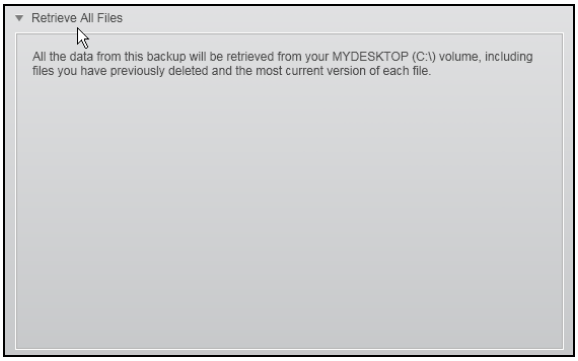
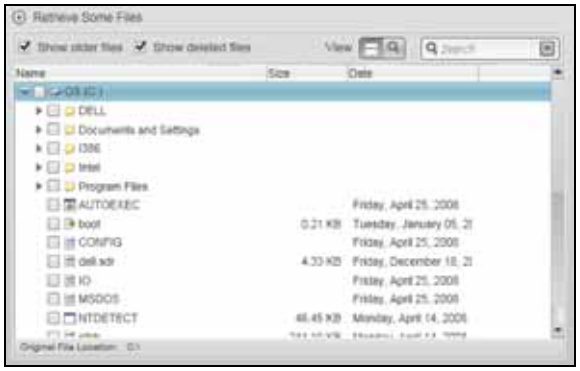
   (See Figure 11 on page 21.)

IF you have . . .	THEN the WD SmartWare software displays the . . .
Created a single backup on the selected My Passport drive from your computer,	Select a destination for retrieved files dialog:  Proceed to step 3 on page 33.
Created multiple backup volumes on the selected My Passport drive from either: • Different internal hard drives or hard drive portions on your computer • Different computers	Select a volume to retrieve from dialog with the available volumes listed in the **Backed Up Volumes** selection box:  In this case: a. In the **Backed Up Volumes** selection box, select the volume that you want to retrieve files from. b. Click **Next** to display the Select a destination for retrieved files dialog. c. Proceed to step 3 on page 33.
Not run a backup on the selected My Passport drive,	The Select a volume to retrieve from dialog with nothing listed in the **Backed Up Volumes** selection box:  You cannot retrieve files from a drive that does not have a backup volume. Click the **Home** tab and return to step 1-b on page 31 to select the My Passport drive that has the files you want to retrieve.

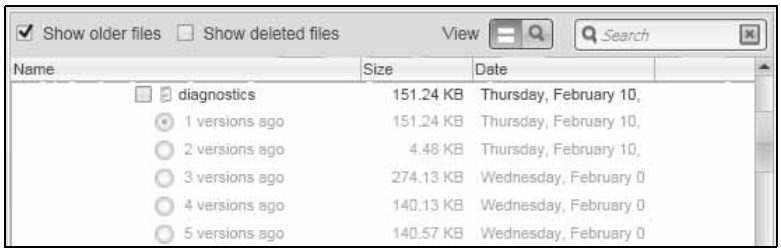
3. On the Select a destination for retrieved files dialog:

IF you want to copy your retrieved files to . . .	THEN select the . . . option.
Their original locations on your computer's internal hard drive,	**To the Original Places** *Note:* The **To the Original Places** option is not available if you selected a backup volume from another computer at step 2 on page 31.
A retrieved content folder,	**In a Retrieved Content Folder** The default folder is Retrieved Contents in the My Documents folder for your user name. If you want to specify a different folder: a. Click **Browse** and use the browse function to identify the new folder. b. Click **Apply** to save and implement the new folder specification.

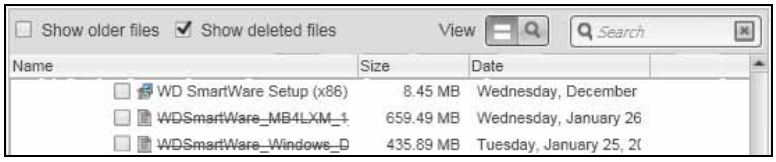
4. Click **Next** to display the Select content to retrieve... dialog.

IF you want to retrieve . . . from the selected backup volume	THEN select the . . .
All of the files	**Retrieve All Files** option and skip to step 6 on page 34. 
Selected files or folders	**Retrieve Some Files** option to open the Retrieve Some Files selection box and proceed to step 5 on page 34. 

5. In the Retrieve Some Files selection box, navigate through the folder structure to find the files you want. You can also use the search box by typing the name (or partial name) of the file or folder:
   - Select the **Show older files** check box to display the different backed up versions of your files:



   - Select the **Show deleted files** check box to display backed up files that have been deleted:



   - Select the **View** icon to list individual files.
   - To find a file, type all or part of the file name in the search box and press the **Enter** key to initiate the search.

     To eliminate the search filter, delete all of the text in the search box and press **Enter.**
   - Select the check boxes for the files or folders that you want to retrieve.
6. Click **Start Retrieving**.
7. During the retrieve:
   - The Retrieve screen displays a progress bar and a message indicating the amount of data that has been copied to the specified retrieve location.
   - A **Cancel Retrieving** button is available for stopping the retrieve.
8. A **Retrieval accomplished** message signifies completion of the retrieve.

   A **Partial retrieve accomplished** message means that all of the files you selected for the retrieve were not copied to the specified retrieve location. In this case, either a:
   - **Files Not Retrieved** message provides the number of files that were not retrieved and a link to a failed-to-retrieve information screen. Click the **View files** link to see the list of files and the reasons they were not retrieved.
   - **Destination is full** message means that your computer does not have sufficient disk space to complete the retrieve.

6

Locking and Unlocking the Drive

This chapter includes the following topics:

Password Protecting the Drive
Unlocking the Drive
Changing Your Password
Turning Off the Drive Lock Feature

Password Protecting the Drive

You should password protect your drive if you are worried that someone else will gain access to your drive and you do not want them to see your files on the drive.

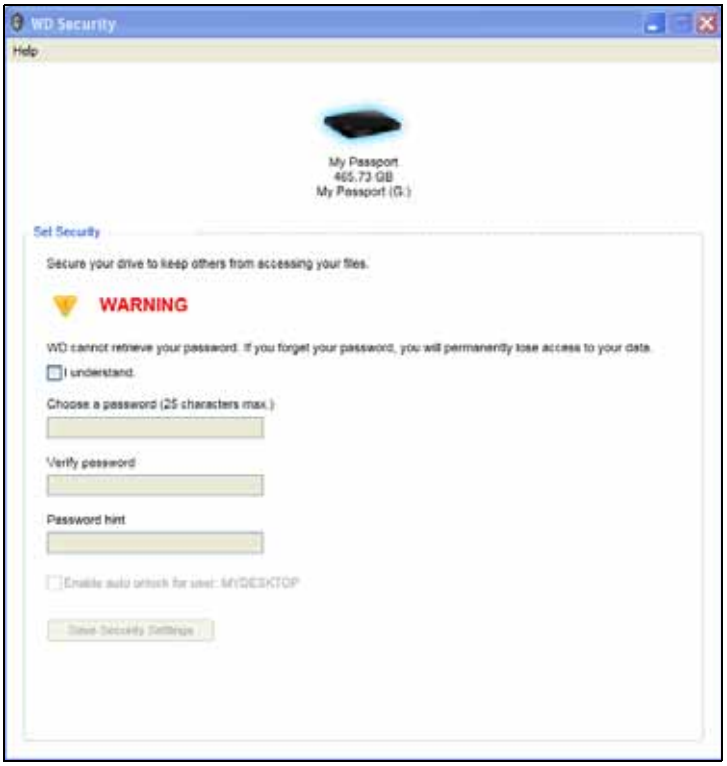
CAUTION! The WD Security software uses your password to electronically lock and unlock your drive. If you forget your password, you will not be able to access the data that is on your drive or write new data to it. You will have to erase the drive before you can use it again.

Use the WD Security software to:

- Create a password
- Change a password
- Eliminate the need for a password

To create a password and keep others from accessing the files on your drive:

1. Open the Set Security dialog by clicking either:
   - The WD Security icon on your desktop if you created one when you installed the application
   - **Start** > **All Programs** > **Western Digital** > **WD Apps** > **WD Security**


WD Security
Help
My Passport
465.73 GB
My Passport (G:)
Set Security
Secure your drive to keep others from accessing your files.
WARNING
WD cannot retrieve your password. If you forget your password, you will permanently lose access to your data.
I understand.
Choose a password (25 characters max.)
Verify password
Password hint

2. If you have more than one supported My Passport drive connected to your computer, select the one that you want to create a password for.
3. Type your password in the **Choose a password** box, using up to 25 characters.
4. Retype your password in the **Verify password** box.
5. Type a hint to help remember your password in the **Password hint** box.
6. Select the **Enable auto unlock for user:** check box if you want the WD Security software to remember your password for the selected drive on this computer.
7. Read the warning about the possibility of data loss if you forget your password.
8. Click the **I understand** check box to signify that you accept the risk.
9. Click **Save Security Settings** to save your password and enable hardware encryption for your drive.
10. Click **OK** to close the Security has been enabled message.

CAUTION! After creating a password, the drive remains *unlocked* for as long as you continue your current work session. Then the WD Security software:

- **Locks the drive when you shut down your computer, disconnect your drive, or your computer goes into the sleep mode**
- **Requires you to type your password to unlock the drive when you restart your computer or reconnect your drive, *UNLESS* you selected the** Enable auto unlock for user: **check box when you created your password**

Unlocking the Drive

After you have created a password to keep others from accessing the files on your drive, unless you selected the **Enable auto unlock for user:** check box, you will have to type your password to unlock the drive whenever:

- You shut down and restart your computer
- You disconnect and reconnect the drive to your computer
- Your computer exits the sleep mode

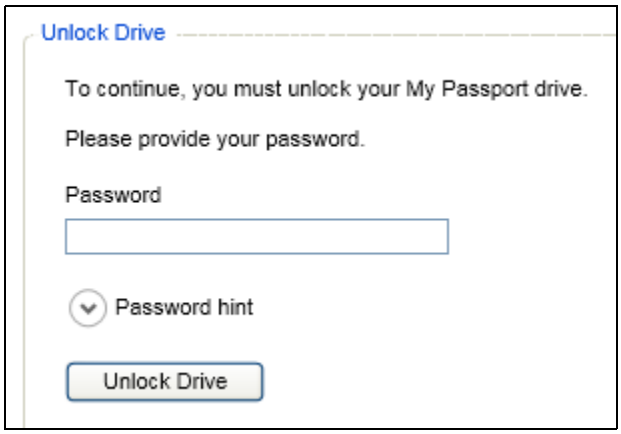
You will have to do this even if you do not have the WD Security software installed on your computer.

Depending on the software configuration of your computer, there are three ways to unlock the drive, using either the:

- WD Security or WD Drive Utilities software
- WD SmartWare software
- WD Drive Unlock utility

Unlocking the Drive with the WD Security or WD Drive Utilities Software

Whenever you shut down and restart your computer or disconnect and reconnect the drive to your computer, starting either the WD Security or WD Drive Utilities software displays the Unlock Drive dialog:



This happens either:

- Automatically if you only have only one locked My Passport drive connected to your computer
- When you select the locked drive on either the WD Security or WD Drive Utilities screen if you have more than one supported My Passport drive connected to your computer

To unlock the drive:

1. If you do not see the Unlock Drive dialog, click either:
   - The WD Security desktop shortcut icon if you created one when you installed the application or **Start** > **All Programs** > **Western Digital** > **WD Apps** > **WD Security**
   - The WD Drive Utilities icon on your desktop if you created one when you installed the application or **Start** > **All Programs** > **Western Digital** > **WD Apps** > **WD Drive Utilities**
2. If you have more than one supported My Passport drive connected to your computer, select the one that is locked to display the Unlock Drive dialog.
3. On the Unlock Drive dialog:
   a. Type your password in the **Password** box.
   b. Click **Unlock Drive**.

Unlocking the Drive with the WD SmartWare Software

Whenever you shut down and restart your computer, or disconnect and reconnect the drive to your computer, unless you selected the **Enable auto unlock for user:** check box when you created your password, the WD SmartWare software displays a **Drive is locked** message in place of the content gauge for your My Passport drive:

To unlock the drive with WD SmartWare software:

1. If the WD SmartWare Unlock your drive dialog does not appear automatically, click the drive image above the Drive is locked message to display it:

2. Type your password in the **Password** box.
3. Click **Unlock**.

Unlocking the Drive with the WD Drive Unlock Utility

Whenever you connect your password-protected drive to a computer that does not have the WD SmartWare, WD Security, or WD Drive Utilities software installed, you can use the WD Drive Unlock utility to unlock the drive there. The Drive Unlock utility is on a *virtual* CD drive that appears under My Computer in the Windows Explorer display.

To unlock the drive:

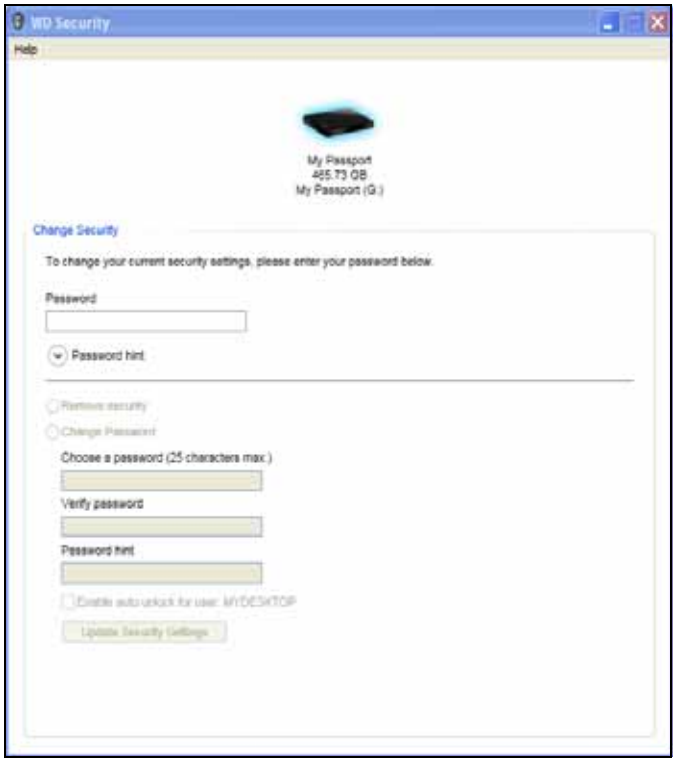
1. Start the WD Drive Unlock utility by either:
   - Using your computer's file management utility to open the WD Unlocker virtual CD and double-clicking the WD Drive Unlock.exe file
   - Clicking **Start** > **My Computer** and double-clicking the WD Unlocker virtual CD icon under Devices with Removable Storage:

2. On the WD Drive Unlock utility screen:
   a. Type your password in the **Password** box.
   b. Select the **Enable auto unlock for user:** check box if you want the WD Drive Unlock utility to remember your password on this computer.
   c. Click **Unlock Drive**.
   d. At the **Your drive is now unlocked** message, click **Exit** to close the WD Drive Unlock utility screen.

Changing Your Password

To change your password:

1. Open the Change Security dialog by clicking either:
   - The WD Security desktop shortcut icon if you created one when you installed the application
   - **Start** > **All Programs** > **Western Digital** > **WD Apps** > **WD Security**



2. If you have more than one supported My Passport drive connected to your computer, select the one with the password that you want to change.
3. Type your current password in the **Password** box.
4. Select the **Change password** option.
5. Type your new password in the **Choose a password** box, using up to 25 characters.
6. Retype your new password in the **Verify password** box.
7. Type a hint to help remember your new password in the **Password hint** box.
8. Select or clear the **Enable auto unlock for user:** check box to signify whether you want the WD Security software to remember your new password for the selected drive on this computer.
9. Click **Update Security Settings**.
10. Click **OK** to close the Security has been enabled message.

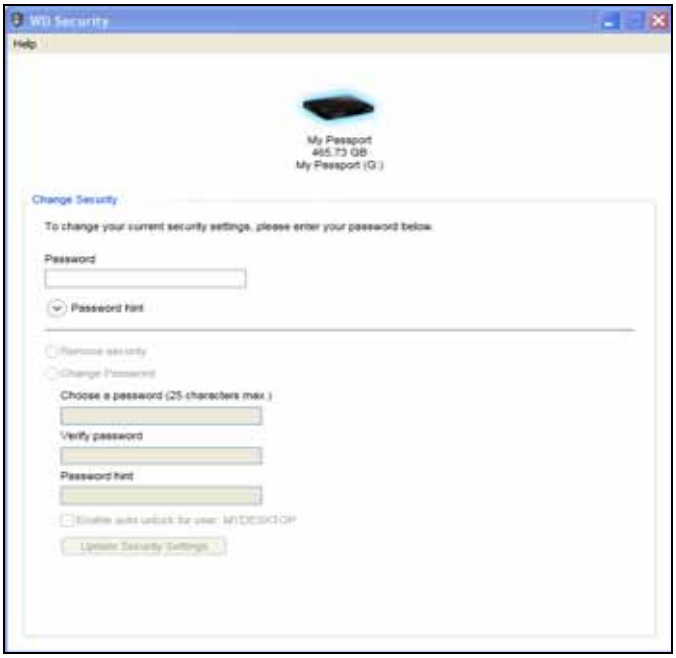
CAUTION! After changing a password, the drive remains *unlocked* for as long as you continue your current work session. Then the WD Security software:

- **Locks the drive when you shut down your computer, disconnect your drive, or your computer goes into the sleep mode**
- **Requires you to type your password to unlock the drive when you restart your computer or reconnect your drive, *UNLESS* you selected the** Enable auto unlock for user: **check box when you changed your password**

Turning Off the Drive Lock Feature

To remove password protection from your drive:

1. Open the Change Security dialog by clicking either:
   - The WD Security desktop shortcut icon if you created one when you installed the application
   - **Start** > **All Programs** > **Western Digital** > **WD Apps** > **WD Security**



2. If you have more than one supported My Passport drive connected to your computer, select the one that you want to remove password protection from.
3. Type your password in the **Password** box.
4. Select the **Remove security** option.
5. Click **Update Security Settings**.

7 Managing and Customizing the Drive

This chapter includes the following topics:

Using the WD Quick View Icon
- Opening the WD SmartWare Software
- Checking Drive Status
- Safely Disconnecting the Drive
- Monitoring Icon Alerts

Setting the Drive Sleep Timer
Registering the Drive
Checking Drive Health
Erasing the Drive
Restoring the WD Software and Disk Image

Using the WD Quick View Icon

After you have installed the WD SmartWare software, the WD Quick View icon displays in the system tray portion of the Windows taskbar:

You can use the icon to:

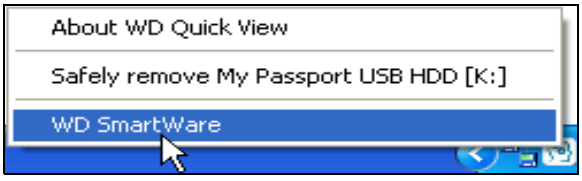
- Open the WD SmartWare software
- Check the drive status
- Safely disconnect the drive
- Monitor icon alerts

The following sections describe how to use the icon and other ways to do these things.

Opening the WD SmartWare Software

If the WD SmartWare software does not start automatically, you can start it by:

- Left- or right-clicking the WD Quick View icon in the taskbar and selecting **WD SmartWare**:

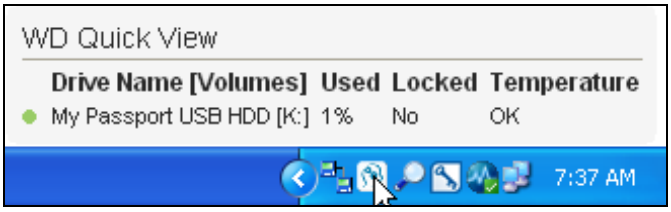


- Clicking:

  Start > **(All) Programs** > **Western Digital** > **WD SmartWare** > **WD SmartWare**

Checking Drive Status

You can see the drive capacity used and drive temperature status, and find out if the drive is locked by hovering the pointer over the WD Quick View icon in the taskbar:

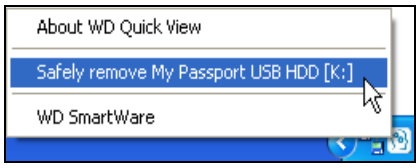


Safely Disconnecting the Drive

CAUTION! To prevent data loss, close all active windows and applications before shutting down or disconnecting the drive.

You can safely disconnect the drive by either:

- Right-clicking the WD Quick View icon in the taskbar, and then clicking the **Safely remove** option for your My Passport drive:



- Right-clicking the drive icon on the WD SmartWare Home screen and then clicking the **Safely remove** option:

You might hear the drive power down.

Wait for the power/activity LED to turn off before disconnecting the drive from the computer.

Monitoring Icon Alerts

The WD Quick View icon in the taskbar flashes to indicate drive status:

IF the WD Quick View icon flashes . . .	THEN the drive might be . . .
Green and white,	Locked or in a format that the WD SmartWare software does not understand (non-Windows format in a Windows environment).
Red and white,	Overheated. Power down the drive and let it cool for 60 minutes. Power it back on, and if the problem persists, contact WD Support.

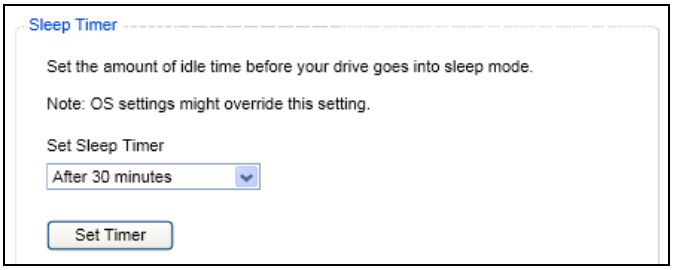
Setting the Drive Sleep Timer

The drive sleep timer turns off the power to your drive after a certain period of inactivity to conserve power and minimize long-term wear on the drive.

To set the inactivity period for the drive:

1. Open the WD Drive Utilities software by clicking either:
   - The WD Drive Utilities desktop shortcut icon if you created one when you installed the application
   - **Start** > **All Programs** > **Western Digital** > **WD Apps** > **WD Drive Utilities**

   See Figure 4 on page 8.
2. If you have more than one supported My Passport drive connected to your computer, select the one that you want to set.
3. Click **Sleep Timer** to display the Sleep Timer dialog:


Sleep Timer
Set the amount of idle time before your drive goes into sleep mode.
Note: OS settings might override this setting.
Set Sleep Timer
After 30 minutes
Set Timer

4. On the Sleep Timer dialog:
   a. In the **Set Sleep Timer** box, select the inactivity time interval at which you want to turn off the drive.
   b. Click **Set Timer**.

Registering the Drive

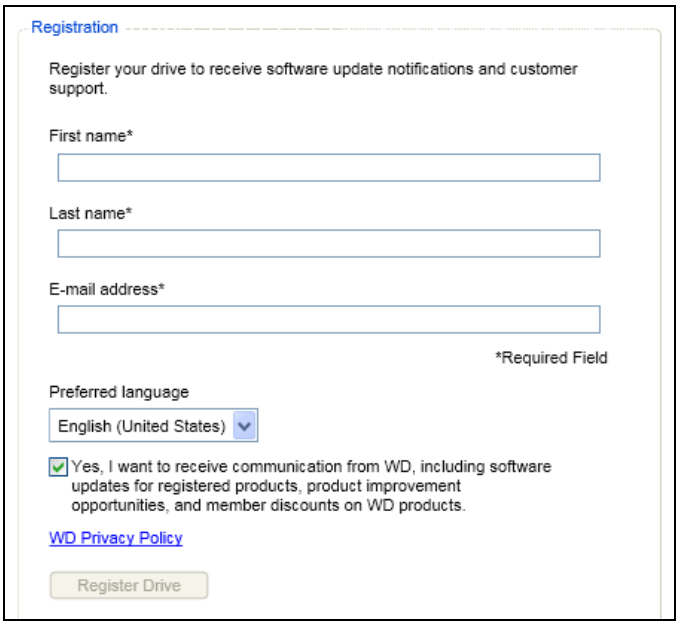
WD Drive Utilities uses your computer's Internet connection to register your drive. Registering the drive provides free technical support during the warranty period and keeps you up-to-date on the latest WD products.

To register your drive:

1. Make sure that your computer is connected to the Internet.
2. Open the WD Drive Utilities software by clicking either:
   - The WD Drive Utilities desktop shortcut icon if you created one when you installed the application
   - **Start** > **All Programs** > **Western Digital** > **WD Apps** > **WD Drive Utilities**

   See Figure 4 on page 8.
3. If you have more than one supported My Passport drive connected to your computer, select the one that you want to register.

4. Click **Registration** to display the Registration dialog:


Registration
Register your drive to receive software update notifications and customer support.
First name*
Last name*
E-mail address*
*Required Field
Preferred language
English (United States)
Yes, I want to receive communication from WD, including software updates for registered products, product improvement opportunities, and member discounts on WD products.
WD Privacy Policy
Register Drive

5. On the Registration dialog:
   a. Type your first name in the **First name** box.
   b. Type your last name in the **Last name** box.
   c. Type your email address in the **E-mail address** box.
   d. Select your language in the **Preferred language** box.
   e. Select or clear the **Yes, I want to receive communication...** check box to specify whether you want to receive notifications about software updates, product enhancements, and price discount opportunities.
   f. Click **Register Drive**.

Checking Drive Health

WD Drive Utilities provides three diagnostic tools to help make sure that your drive is performing well. Run the following tests if you are concerned that your drive is not operating properly:

- SMART Status

  SMART is a failure-prediction function that continuously monitors key internal performance attributes of the drive. A detected increase in drive temperature, noise, or read/write errors, for example, can provide an indication that the drive is approaching a serious failure condition. With advanced warning, you could take precautionary measures, like moving your data to another drive, before a failure occurs.

  The result of a SMART status check is a pass or fail evaluation of the drive's condition.

- Quick Drive Test

  Your My Passport drive has a built-in Data Lifeguard™ diagnostic utility that tests the drive for error conditions. The quick drive test checks the drive for major performance problems.

  The result of a quick drive test is a pass or fail evaluation of the drive's condition.

- Complete Drive Test

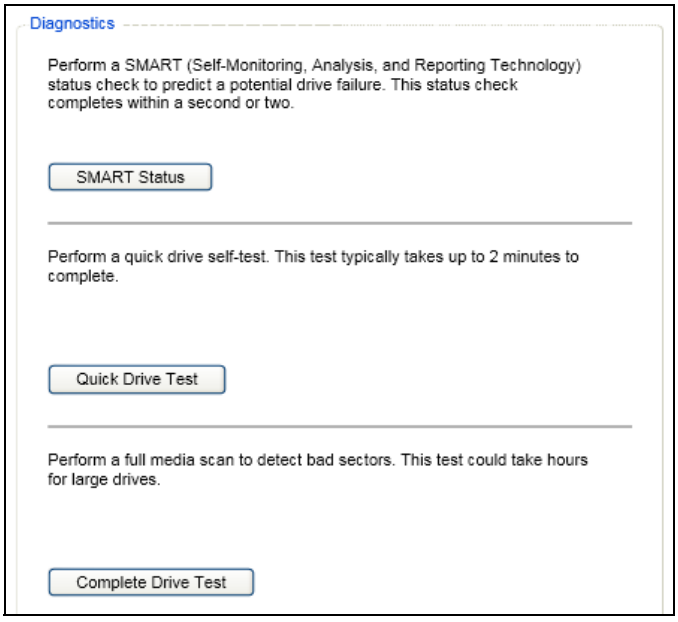
  The most comprehensive drive diagnostic is the complete drive test. It tests every sector for error conditions, and inserts bad sector markers as required.

The best time to run the drive diagnostics and status checks is on a regular basis, before you encounter any problems with your drive. And, because they are so fast, running the SMART status check and the quick drive test provides a high level of assurance with minimal inconvenience. Then, run all three whenever you encounter disk error conditions when writing or accessing files.

To run drive diagnostics and status checks:

1. Open the WD Drive Utilities software by clicking either:
   - The WD Drive Utilities desktop shortcut icon if you created one when you installed the application
   - **Start** > **All Programs** > **Western Digital** > **WD Apps** > **WD Drive Utilities**

   See Figure 4 on page 8.
2. If you have more than one supported My Passport drive connected to your computer, select the one that you want to check.
3. Click **Diagnostics** to display the Diagnostics dialog:


Diagnostics
Perform a SMART (Self-Monitoring, Analysis, and Reporting Technology) status check to predict a potential drive failure. This status check completes within a second or two.
SMART Status
Perform a quick drive self-test. This test typically takes up to 2 minutes to complete.
Quick Drive Test
Perform a full media scan to detect bad sectors. This test could take hours for large drives.
Complete Drive Test

4. On the Diagnostics dialog, click the button for the test that you want to run:
   - **SMART Status**
   - **Quick Drive Test**
   - **Complete Drive Test**

Erasing the Drive

CAUTION! Erasing your drive permanently deletes all of the data on the drive. Always make sure that you no longer need any of the data on your drive before erasing it.

Note: Erasing your drive also deletes the WD software and all of the support files, utilities, and user manual files. You can download these to restore your My Passport to its original configuration after erasing the drive.

WD Drive Utilities provides two ways to erase your drive, depending on whether your My Passport drive is locked or not:

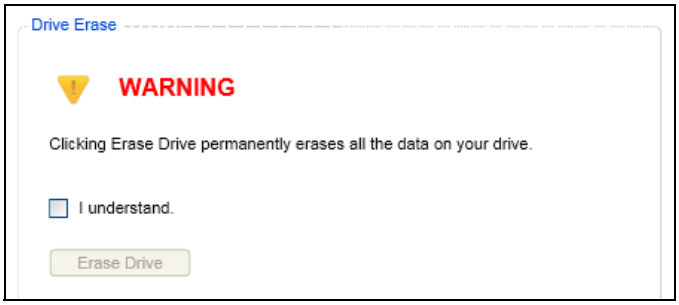
IF your drive is . . .	AND you . . .	THEN see . . .
Not locked,	*Want* to erase the drive,	"Using the Drive Erase Function" in the next section.
Locked	Have forgotten or lost your password and *must* erase the drive,	"Using the WD Drive Unlock Utility" on page 48

Using the Drive Erase Function

To erase your My Passport when the drive is not locked:

1. Open the WD Drive Utilities software by clicking either:
   - The WD Drive Utilities desktop shortcut icon if you created one when you installed the application
   - **Start** > **All Programs** > **Western Digital** > **WD Apps** > **WD Drive Utilities**

   See Figure 4 on page 8.
2. If you have more than one supported My Passport drive connected to your computer, select the one that you want to erase.
3. Click **Drive Erase** to display the Drive Erase dialog:



4. On the Drive Erase dialog:
   a. Read the warning about the loss of data if you erase your drive.
   b. Click the **I understand** check box to signify that you accept the risk.
   c. Click **Erase Drive**.

After the drive erase operation completes, go to *support.wdc.com* and see Knowledge Base answer ID 7 for information about downloading and restoring the WD software and disk image on your My Passport drive.

Note: Erasing your drive also removes your password. If you used a password to protect your drive, you will need to re-create it after restoring the WD software and disk image. (See "Password Protecting the Drive" on page 35.)

Using the WD Drive Unlock Utility

To erase your My Passport when the drive is locked and you have forgotten or lost your password:

1. Start the WD Drive Unlock utility by either:
   - Using your computer's file management utility to open the WD Unlocker virtual CD and double-clicking the Unlock.exe application
   - Clicking **Start** > **My Computer**, opening the WD Unlocker virtual CD listing under Devices with Removable Storage, and double-clicking the Unlock.exe file

2. Make five attempts to unlock the drive by:
   a. Typing a password in the **Password** box.
   b. Clicking **Unlock Drive**.

3. The fifth invalid password attempt displays the too many password attempts dialog:

WD Drive Unlock
My Passport
931 GB
WXD1A5115409
There were too many password recovery attempts.
To try again:
1. Safely unplug your drive from the computer
2. Plug your drive into the computer
If you cannot remember your password, you may erase your drive which erases all data on the drive.
Erase Drive
Exit

4. Click **Erase Drive** to display a warning about erasing all of the data on the drive:

WD Drive Unlock
My Passport
931 GB
WXD1A5115409
There were too many password recovery attempts.
Clicking Erase permanently erases all the data on your drive.
Please select "I understand" below to acknowledge that reformatting your drive will delete all of the data on the drive and then click on Erase to continue.
I understand
Erase
Exit

5. Read the warning and select the **I understand** check box to signify that you accept the risk.

6. Click **Erase**.

After the drive erase operation completes, go to *support.wdc.com* and see Knowledge Base answer ID 7 for information about downloading and restoring the WD software and disk image on your My Passport drive.

Erasing your drive also removes your password. If you still want to use a password to protect your drive, you will need to re-create it after restoring the WD software and disk image. (See “Password Protecting the Drive” on page 35.)

Restoring the WD Software and Disk Image

In addition to deleting all of the data on your My Passport drive, erasing or reformatting the drive also removes the WD software and all of the support files, utilities, online help and user manual files.

If you ever need to remove and reinstall the WD software on your computer, or move the drive to another computer and install the software there, you will need to restore the WD software and disk image on your My Passport drive. To do this, after you have erased or reformatted the drive, go to *http://support.wdc.com* and see Knowledge Base answer ID 7.

8

Managing and Customizing the Software

This chapter includes the following topics:

Specifying the Number of Backup Versions
Specifying a Different Retrieve Folder
Checking for Software Updates
Uninstalling the WD Software

Specifying the Number of Backup Versions

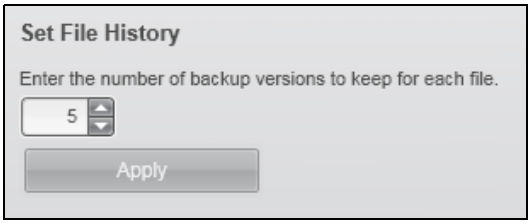
The WD SmartWare software can keep up to 25 older versions of each file. If you overwrite or delete a file by mistake, or want to see the file a couple of versions ago, the WD SmartWare software has a copy for you. You always have the most-recent specified number of versions of each file available for retrieves, and you can choose to keep from 1 to 25 versions.

Keeping more versions:

- Improves your ability to retrieve files from a longer back-in-time period
- Consumes more disk space

To specify the number of backup versions that you want to keep for each file:

1. Click the **Settings** tab to display the Software Settings screen (see Figure 12 on page 23).
2. On the Software Settings screen, click **File History** to display the Set File History dialog:



3. On the Set File History dialog:
   a. Use the selection box to specify the number of backup versions that you want to keep for each file, from 1 to 25.
   b. Click **Apply**.

Specifying a Different Retrieve Folder

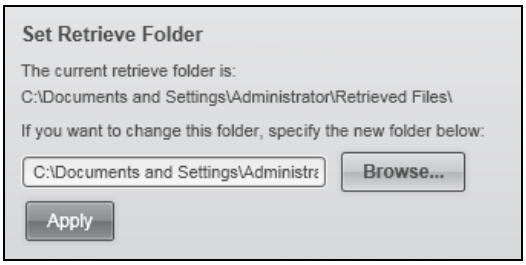
When you start a retrieve, you can choose whether you want to store the retrieved files in either:

- Their original locations on your computer
- A Retrieved Content folder

By default, the WD SmartWare software creates and uses a Retrieved Contents subfolder in your My Documents folder. To specify a different folder:

1. Either create a new folder or determine which existing folder you want to use.

2. Click the **Settings** tab to display the Software Settings screen (see Figure 12 on page 23).
3. On the Software Settings screen, click **Retrieve Folder** to display the Set Retrieve Folder dialog:


Set Retrieve Folder
The current retrieve folder is:
C:\Documents and Settings\Administrator\Retrieved Files\
If you want to change this folder, specify the new folder below:
C:\Documents and Settings\Administra
Browse...
Apply

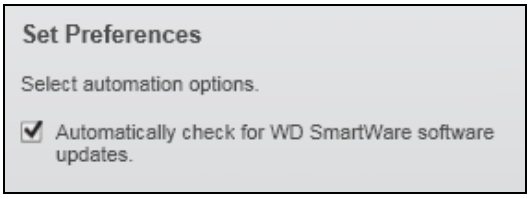
4. On the Set Retrieve Folder dialog:
   a. Click **Browse** and use the browse function to identify the new retrieve folder.
   b. Click **Apply**.

Checking for Software Updates

When enabled, the Preferences option checks for software updates each time you reconnect your My Passport drive to your computer. This ensures that you are always using the most-recent software version.

To enable or disable the Preferences option:

1. Click the **Settings** tab to display the Software Settings screen (see Figure 12 on page 23).
2. On the Software Settings screen, click **Preferences** to display the Set Preferences dialog:



3. On the Set Preferences dialog, select or clear the **Automatically check for WD SmartWare software updates** check box to enable or disable the Preferences option.

Uninstalling the WD Software

Important: You can easily uninstall the software. However, you will need to restart the backup job manually after reinstalling the software as uninstalling deletes all existing backup job configurations. (See “Backing Up Your Computer Files” on page 26.)

Use your operating system’s Add or Remove Programs function to uninstall the WD SmartWare software from your computer.

Uninstalling on Windows XP

1. Click **Start** > **Control Panel**.
2. Double-click **Add or Remove Programs**.
3. Select **WD SmartWare** and click **Remove**.
4. Click **Yes** at the **Are you sure...** prompt.

Uninstalling on Windows Vista, Windows 7 or Windows 8

1. Click **Start** > **Control Panel**.
2. Double-click **Programs and Features**.
3. Click **WD SmartWare** or the WD SmartWare icon and click **Uninstall/Change** at the top of the screen.
4. Click **Yes** at the **Do you wish to proceed...** prompt.

9

Using the Drive with a Mac

The My Passport drive is formatted as a single NTFS partition for compatibility with updated Windows operating systems. To use the drive on Mac OS X operating systems, and to use Time Machine, if you want, you must reformat the drive to a single HFS+J partition.

This chapter includes the following topics:

Reformatting the Drive
Restoring the WD Software and Disk Image

Reformatting the Drive

CAUTION! Reformatting the drive erases all its contents. If you have already saved files on the drive, be sure to back them up before reformatting it.

Go to *support.wdc.com* and refer to Knowledge Base answer ID 3865 for information about reformatting the drive.

See “Troubleshooting” on page 55 for more information about reformatting a drive.

Restoring the WD Software and Disk Image

After you have reformatted your My Passport drive for use on Mac computers, go to *http://support.wdc.com* and see Knowledge Base answer ID 7 for information about downloading and restoring the Windows versions of the WD Drive Utilities and WD Security software and disk image on your My Passport drive.

The WD SmartWare software is not available for Mac computers with this model of My Passport drive.

10

Troubleshooting

This chapter includes the following topics:

Installing, Partitioning, and Formatting the Drive
Frequently Asked Questions

If you have problems installing or using this product, refer to this troubleshooting section or visit our support website at *support.wdc.com* and search our knowledge base for more help.

Installing, Partitioning, and Formatting the Drive

How to	Answer ID
▪ Partition, and format a WD drive on Windows (7, Vista, XP, 2000) and Mac OS X	3865
▪ Reformat from Mac GPT to Windows XP NTFS	3645
▪ Reformat the drive from Mac GPT to Windows 7 or Vista NTFS format	3647
▪ Obtain and reinstall the original software included with this product	1425
▪ Format a WD hard drive in FAT32* (for use in both Windows and MAC OS X)	291

**The FAT32 file system has a maximum individual file size of 4 GB and cannot create partitions larger than 32 GB in Windows. To create partitions larger than 32 GB in FAT32 when reformatting the drive, download the External USB/FireWire FAT32 Formatting Utility from http://support.wdc.com/product/download.*

Windows users can avoid these size limitation by formatting the drive to NTFS using either the Windows Disk Management utility or similar third-party software. For further details, see:

- *Answer ID 291 at http://support.wdc.com*
- *Article IDs 314463 and # 184006 at support.microsoft.com*
- *The appropriate third-party software documentation or support organization*

Frequently Asked Questions

Q: *Why does the drive not power up?*

A: A special cable might be needed for computers with limited bus power. For more information in the U.S., visit our website at *store.westerndigital.com*. Outside the U.S., contact WD Technical Support in your region.

Q: *Why is the drive not recognized under My Computer or on the computer desktop?*

A: If your system has a USB 3.0 or USB 2.0 PCI adapter card, be sure that its drivers are installed before connecting your WD USB 3.0 external storage product. The drive is not recognized correctly unless USB 3.0 or USB 2.0 root hub and host controller drivers are installed. Contact the adapter card manufacturer for installation procedures.

Q: *Why won't my computer boot when I connect my USB drive to the computer before booting?*

A: Depending on your system configuration, your computer might try to boot from your WD portable USB drive. Refer to your system's motherboard BIOS setting documentation to disable this feature or visit *support.wdc.com* and see Knowledge Base answer ID 1201. For more information about booting from external drives, refer to your system documentation or contact your system manufacturer.

Q: *Why is the data transfer rate slow?*

A: Your system may be operating at USB 1.1 speeds due to an incorrect driver installation of the USB 3.0 or USB 2.0 adapter card or a system that does not support USB 3,0 or USB 2.0.

Q: *How do I determine whether or not my system supports USB 3.0 or USB 2.0?*

A: Refer to your USB card documentation or contact your USB card manufacturer.

Note: If your USB 3.0 or USB 2.0 controller is built in to the system motherboard, be sure to install the appropriate chipset support for your motherboard. Refer to your motherboard or system manual for more information.

Q: *What happens when a USB 3.0 or USB 2.0 device is plugged into a USB 1.1 port or hub?*

A: USB 3.0 and USB 2.0 are backward-compatible with USB 1.1. When connected to a USB 1.1 port or hub, a USB 3.0 or USB 2.0 device operates at the USB 1.1 full speed of up to 12 Mbps.

If your system includes a PCI Express slot, you can achieve USB transfer rates by installing a PCI Express adapter card. Contact the card manufacturer for installation procedures and more information.

A

Installing an SES Driver

If you decide to not install the WD software, you must have an SES driver installed on computers running Windows to keep the hardware popup wizard from displaying every time you connect your My Passport drive to your computer.

Note: The SES Driver is installed automatically when you install the WD software.

This appendix includes the following topics:

Installing on Windows XP Computers
Installing on Windows Vista Computers
Installing on Windows 7 or Windows 8 Computers

Installing on Windows XP Computers

After you physically connect the drive as shown in Figure 3 on page 5, the Found New Hardware Wizard screen displays.

Note: If Autoplay is enabled, two additional screens might appear at the same time as the Found New Hardware Wizard screen. If they appear, close them.

You can use the Found New Hardware Wizard to install the SES driver either:

- Automatically, if your computer is connected to the Internet
- Manually, whether your computer is connected to the Internet or not

Installing the Driver Automatically

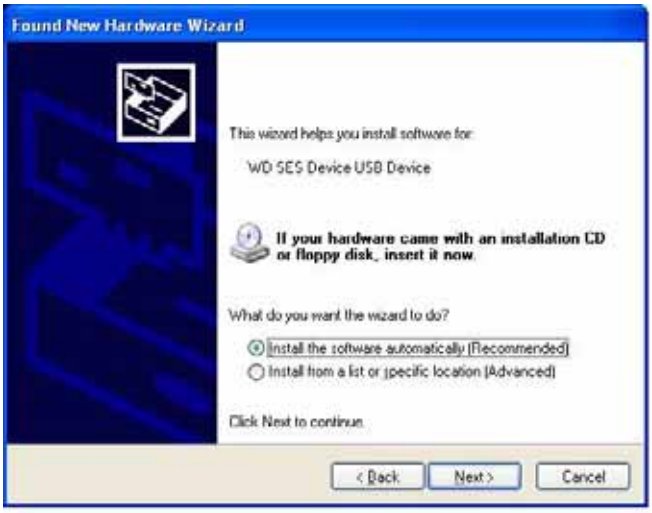
To install the SES driver automatically, your computer must be connected to the Internet:

1. Verify that your computer is connected to the Internet.
2. On the Found New Hardware Wizard screen, select **Yes this time only** to allow Windows XP to connect to Windows Update:

Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission).
Read our privacy policy
Can Windows connect to Windows Update to search for software?
Yes, this time only
Yes, now and every time I connect a device
No, not this time
Click Next to continue.
< Back
Next >
Cancel

3. Click **Next** to continue.

4. Select **Install the software automatically** and click **Next**:


Found New Hardware Wizard
This wizard helps you install software for:
WD SES Device USB Device
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

5. When the installation completes, click **Finish**:

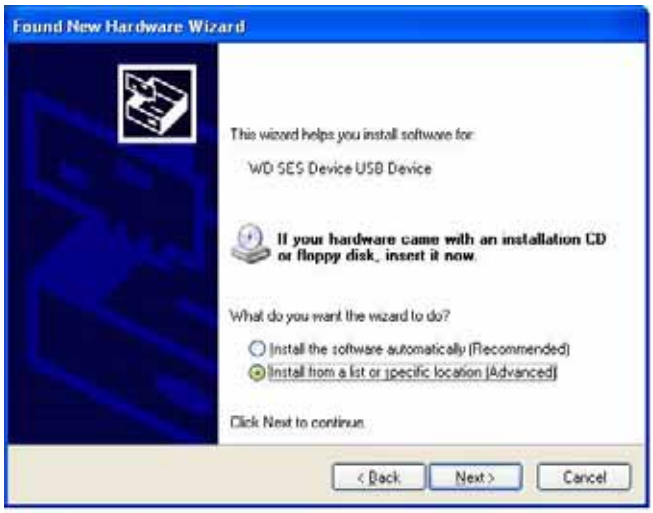
Installing the Driver Manually

If your computer is not connected to the Internet, install the driver manually:

1. On the Found New Hardware Wizard screen, select **No, not this time** to inhibit a connection attempt to Windows Update:

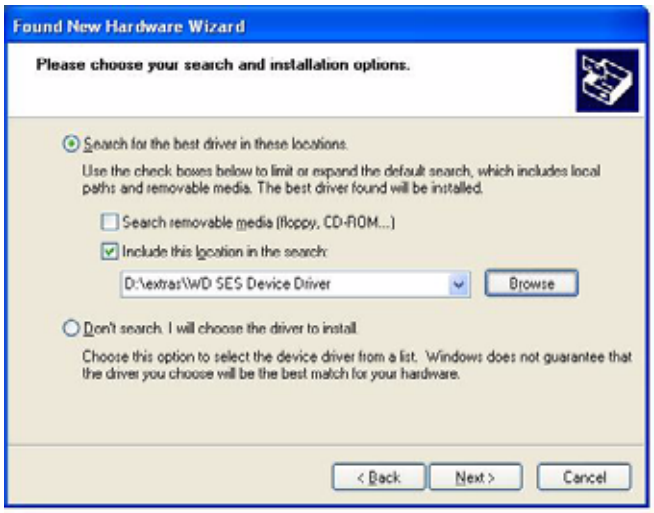
Found New Hardware Wizard
Welcome to the Found New Hardware Wizard
Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission).
Read our privacy policy
Can Windows connect to Windows Update to search for software?
Yes, this time only
Yes, now and every time I connect a device
No, not this time
Click Next to continue.
< Back
Next >
Cancel

2. Click **Next** to continue.
3. Select **Install from a list or specific location** and click **Next**:


Found New Hardware Wizard
This wizard helps you install software for:
WD SES Device USB Device
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

4. Browse to **My Computer** and:
   a. Double-click the My Passport drive.
   b. Double-click the Extras folder.
   c. Select **WD SES Device Driver**.

d. Click **Next**:


Found New Hardware Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM...)
Include this location in the search:
D:\extras\WD SES Device Driver
Browse
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< Back
Next >
Cancel

5. When the installation completes, click **Finish**:

Installing on Windows Vista Computers

After you physically connect the drive as shown in Figure 3 on page 5, the Found New Hardware screen displays.

Note: If Autoplay is enabled, two additional screens might appear at the same time as the Found New Hardware screen. If they appear, close them.

You can use the Found New Hardware screen to install the SES driver either:

- Automatically, if your computer is connected to the Internet
- Manually, whether your computer is connected to the Internet or not

Installing the Driver Automatically

To install the SES driver automatically, your computer must be connected to the Internet:

1. Verify that your computer is connected to the Internet.
2. On the Found New Hardware wizard screen, click **Locate and install driver software**:

Found New Hardware
Windows needs to install driver software for your WD SES Device USB Device
Locate and install driver software (recommended)
Windows will guide you through the process of installing driver software for your device.
Ask me again later
Windows will ask again the next time you plug in your device or log on.
Don't show this message again for this device
Your device will not function until you install driver software.
Cancel

3. On the Found New Hardware - WD SES Device wizard screen, click **Yes, search online this time only** to allow Windows Vista to connect to Windows Update:

Found New Hardware - WD SES Device
Allow Windows to search online for driver software for your WD SES Device?
Yes, always search online (recommended)
Windows will automatically search for the latest drivers and applications for your hardware and download them to your computer.
Windows will search for the latest drivers and applications for this device and download them to your computer.
Don't search online
Your device may not function properly until you get the latest software.
Cancel

Windows Vista automatically:

- Connects to Windows Update
- Finds, downloads, and installs the SES driver

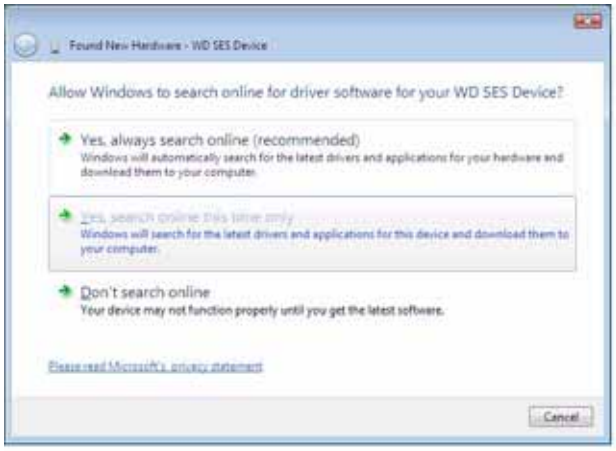
Installing the Driver Manually

If your computer is not connected to the Internet, install the driver manually:

1. On the Found New Hardware wizard screen, click **Locate and install driver software**:

Found New Hardware
Windows needs to install driver software for your WD SES Device USB Device
Locate and install driver software (recommended)
Windows will guide you through the process of installing driver software for your device.
Ask me again later
Windows will ask again the next time you plug in your device or log on.
Don't show this message again for this device
Your device will not function until you install driver software.
Cancel

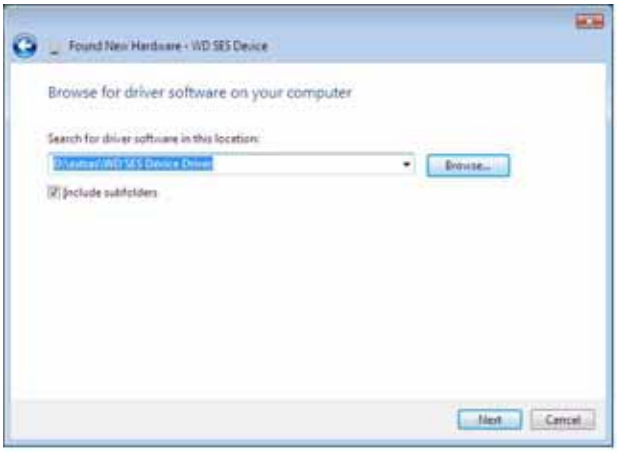
2. On the Found New Hardware - WD SES Device wizard screen, click **Don't search online**:


Found New Hardware - WD SES Device
Allow Windows to search online for driver software for your WD SES Device?
Yes, always search online (recommended)
Windows will automatically search for the latest drivers and applications for your hardware and download them to your computer.
Windows will search for the latest drivers and applications for this device and download them to your computer.
Don't search online
Your device may not function properly until you get the latest software.
Please read Microsoft's privacy statement
Cancel

3. At the **Install the disc that came with your WD SES Device** prompt, click **I don't have the disc. Show me other options**:

Found New Hardware - WD SES Device
Insert the disc that came with your WD SES Device
If you have the disc that came with your device, insert it now. Windows will automatically search the disc for driver software.
I don't have the disc. Show me other options.
Next
Cancel

4. Browse to **Computer** and:
   a. Double-click the My Passport drive.
   b. Double-click the Extras folder.
   c. Select **WD SES Device Driver**.
   d. Click **Next**:



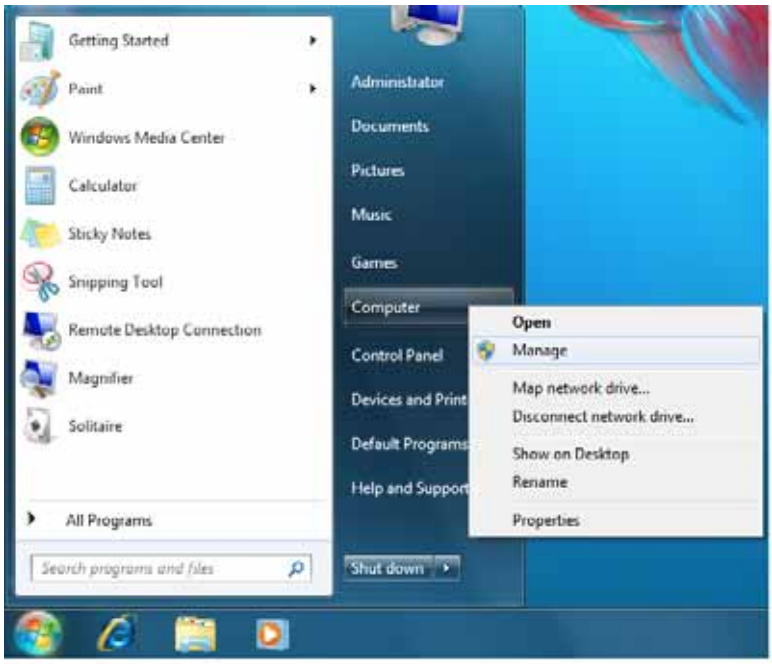
5. When the installation completes, click **Close**:

Found New Hardware - WD SES Device
The software for this device has been successfully installed
Windows has finished installing the driver software for this device:
WD SES Device
Close

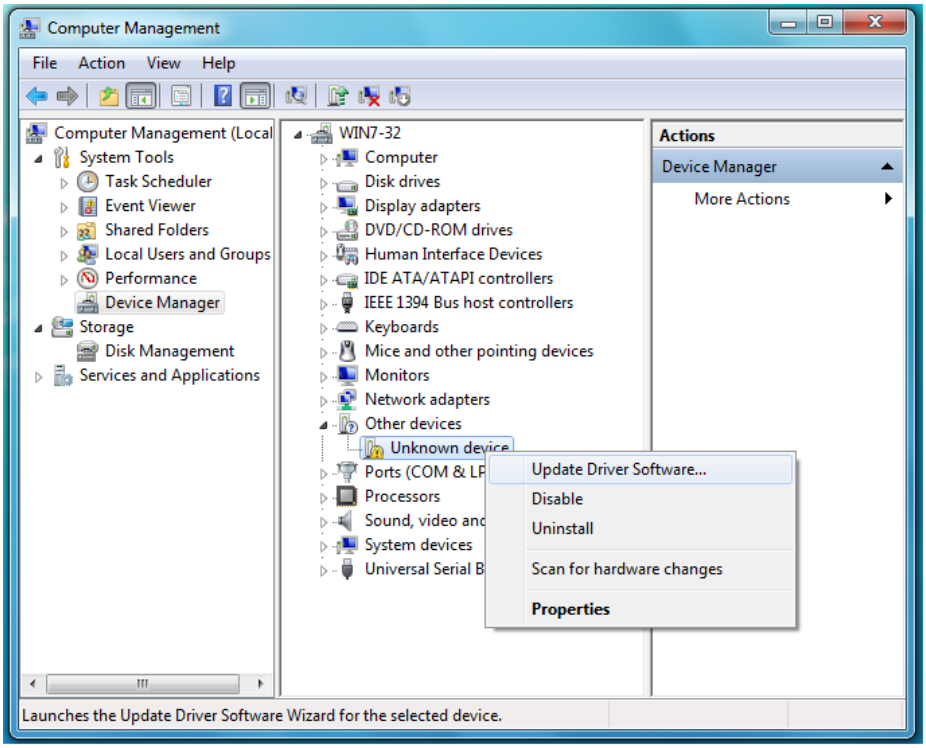
Installing on Windows 7 or Windows 8 Computers

After you physically connect the drive as shown in Figure 3 on page 5 or, use the Windows Computer Management utility to install the SES driver:

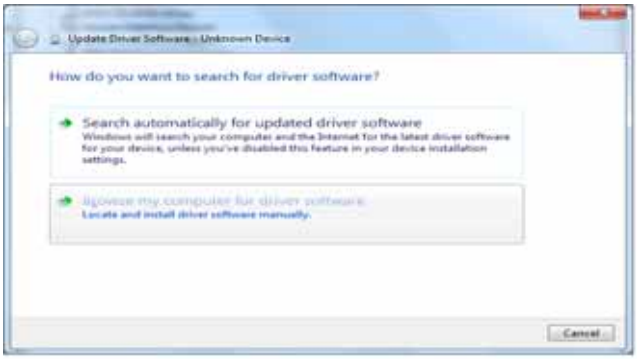
1. Open **All Programs** and click **Computer** > **Manage**:



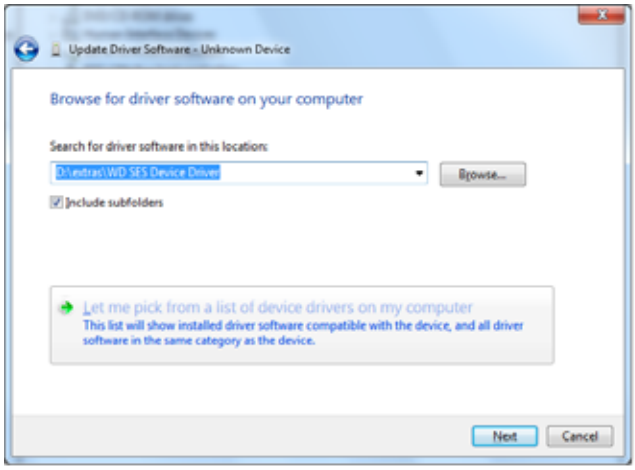
2. Under **Computer Management (Local)**, click **Device Manager** > **Unknown Device** and right-click **Update driver software**:



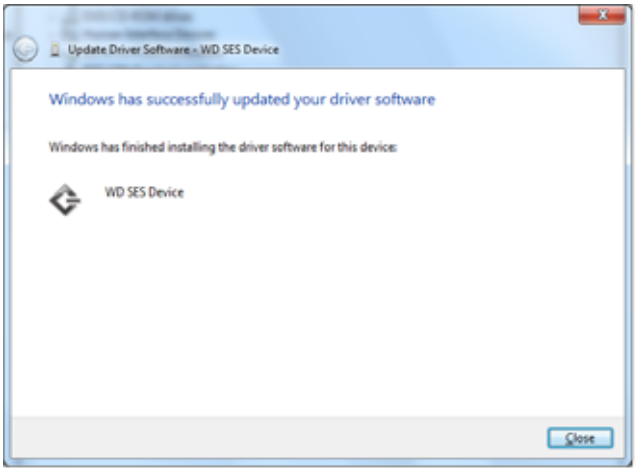
3. Click **Browse my computer for driver software**.



4. Browse to **Computer,** double-click the My Passport drive, double-click the Extras folder, and select **WD SES Device Driver**:


Update Driver Software - Unknown Device
Browse for driver software on your computer
Search for driver software in this location:
Browse...
Include subfolders
Let me pick from a list of device drivers on my computer
This list will show installed driver software compatible with the device, and all driver software in the same category as the device.
Next
Cancel

5. Click **Next**.
6. When the installation completes, click **Close**:


Update Driver Software - WD SES Device
Windows has successfully updated your driver software
Windows has finished installing the driver software for this device:
WD SES Device
Close

B

Compliance and Warranty Information

This appendix includes the following topics:

Regulatory Compliance
Environmental Compliance (China)
Warranty Information

Regulatory Compliance

FCC Class B Information

This device has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This unit generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

Any changes or modifications not expressly approved by WD could void the user's authority to operate this equipment.

ICES-003/NMB-003 Statement

Cet appareil numérique de la classe B est conforme à la norme ICES-003 du Canada.

This device complies with Canadian ICES-003 Class B.

Safety Compliance

Approved for US and Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Safety of Information Technology Equipment.

Approuvé pour les Etats-Unis et le Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1: Sûreté d'équipement de technologie de l'information.

CE Compliance For Europe

Marking by the CE symbol indicates compliance of this system to the applicable Council Directives of the European Union, including the EMC Directive (2004/108/EC) and the Low Voltage Directive (2006/95/EC). A "Declaration of Conformity" in accordance with the applicable directives has been made and is on file at Western Digital Europe.

KC Notice (Republic of Korea only)

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B 급기기 (가정용방송통신기자재)	이기기는가정용(B 급) 전자파적합기기로서주로 가정에서사용하는것을목적으로하며, 모든지역에 서사용할수있습니다

Environmental Compliance (China)

有毒有害物质或元素

部件名称	产品中有毒有害物质或元素的名称及含量					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价 铬 (Cr (VI))	多溴化联 （二）苯 (PBB)	多溴化 二苯醚 (PBDE)
减震架(4)	○	○	○	○	○	○
减震器(4 pcs)	○	○	○	○	○	○
脚垫(4 pcs)	○	○	○	○	○	○
带镜头的上盖	○	○	○	○	○	○
底盖	○	○	○	○	○	○
PCBA	○	○	○	○	○	○
硬盘驱动器	X	○	○	○	○	○
微型 USB 电缆	○	○	○	○	○	○
EMI 底盖	○	○	○	○	○	○
聚酯薄膜	○	○	○	○	○	○

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（在此表中，企业可能需要根据实际情况对标记“X”的项目进行进一步的技术性解释。）

Warranty Information

Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support website at *support.wdc.com* for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via *support.wdc.com*. WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 3 years in the North, South and Central America region, 3 years in the Europe, the Middle East and Africa region, and 3 years in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at *support.wdc.com*), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

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Index

A
Accessories, optional 2
Advanced backup area, Backup tab displays 19
Alerts, flashing icon 43

B
Backed Up Volumes selection box 21
Backup
  about backing up files 26
  files content box 27, 28, 29
  procedure 26
Backup tab displays
  advanced backup area 19
  description 17
  drive content gauge 18
  functional overview 12
  Start/Stop Backup toggle button 20
  Switch to Category/File Backup toggle button 20
  your computer's content gauge 18
Box contents 2
Browse button, Retrieve tab displays 21

C
CAUTION about
  erasing the drive 47
  lost passwords 35
  preventing data loss when disconnecting 43
  your unlocked drive 36, 40
Change retrieve folder box, Retrieve tab displays 21
China RoHs 67
Compatibility with operating systems 2, 3
Compliance 66
Contact Us link 24
Content gauge
  Backup tab displays 18
  drive 17
  your computer's 16
  your computer's, Backup tab displays 18
Converting drive format 55
Creating a password 35

D
Disconnecting the drive 43
Disk image, downloading and restoring 50, 54
Drive
  content gauge, Backup tab displays 18
  content gauge, Home tab displays 17
  diagnostics and status checks 45, 46
  disconnecting from a PC 43
  display scroll pointers, Home tab displays 16
  handling precautions 4
  icon, Home tab displays 15
  sleep timer 44
  status check 43
Drive formats, converting 3
Drive Settings
  drive erase 47
  registration 44
  security 35
  sleep timer 44

E
Environmental compliance, China 67
Erase Drive dialog 47
Erasing the drive 47

F
FCC Class B information 66
File History button 23
File history dialog 51
Flashing icon alerts 43
Full media scan 46

G
GNU general public license 68
GPL software 68

H
Handling precautions 4
Hardware 2
Help tab display
  Contact Us link 24
  description 24
  functional overview 13
  Learning Center topic buttons 24
  Online User Manuals link 24
  Support link 25
  Update Software button 25
  WD Store link 25
Home tab displays
  description 13
  drive content gauge 17
  drive display scroll pointers 16
  drive icon 15
  functional overview 12
  Internal drive selector box 15
  your computer icon 15

your computer's content gauge 16

I

ICES-003/NMB-003 compliance 66
Indicator light 3
Internal drive selector box, Home tab displays 15

K

Kit contents 2

L

Launching WD SmartWare software 42
Learning Center topic buttons 24
LED indicator 3
Limited warranty 68

O

Online User Manuals link 24
Operating systems 2, 3

P

Password protecting your drive 35
  CAUTION about lost passwords 35
Physical description 3
Precautions for handling 4
Preferences
  button 23
  options, setting 52
Product features 1

Q

Quick drive test 46

R

Reformatting the drive 54, 55
Register Drive dialog 45
Registering your drive 44
Regulatory compliance 66
Restoring the software disk image 50, 54
Retrieve
  about retrieving files 31
  destination option buttons 22
  files option button 22
  folder, specifying 51
  procedure 31
Retrieve Folder button 23
Retrieve some files selection box 22
Retrieve tab displays
  Backed Up Volumes selection box 21
  Browse button 21
  Change retrieve folder box 21
  description 20
  functional overview 12
  Retrieve destination option buttons 22
  Retrieve files option buttons 22
  Retrieve some files selection box 22
  Start/Cancel Retrieving toggle button 22
RoHS 67
Run Diagnostics dialog 46

S

Safety compliance 66
Service 67
Set
  file history dialog 51
  preferences dialog 52
  retrieve folder dialog 52
  sleep timer dialog 44
Settings tab displays
  description 23
  File History button 23
  functional overview 13
  Preferences buttons 23
  Retrieve Folder button 23
SMART status check 45
Software Settings
  preferences 52
  retrieve folder 51
Software, GPL 68
Space available 43
Start/Cancel Retrieving toggle button 22
Start/Stop Backup toggle button 20
Settings
  See Drive Settings
Status check 43
Support link 25
Switch to Category/File Backup toggle button 20
System
  compatibility 2
  file category, defined 17

T

Temperature check 43

U

Uninstalling WD SmartWare
  from Windows 53
Unlocking the drive 36
  from the virtual CD 38, 43
  with the WD Security software 37
  without the WD Security software 39
Update Software button 25
USB
  drive interface 4

W

Warranty 67
WD
    service 67
    SmartWare icon 42
    Store link 25
Windows
    uninstalling WD SmartWare software from 53

Y

Your computer
    content gauge, Backup tab displays 18
    content gauge, Home tab displays 16
    icon, Home tab display 15

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4779-705086-A00 Aug 2012